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Google Chrome

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[accordion-item title="Introduction" id="h0"]

Thanks for using Xmarks for Chrome! If you run into an issue, please let us know so we can fix it! Submit a **support ticket** reporting the issue.

If you're already using Xmarks, your bookmarks are already backed up and saved on our servers. That means that even if Xmarks for Chrome somehow messes up your bookmarks, you can recover a previous version! You can read more about backup and restore **here**. Before installing we also recommend backing up your Chrome bookmarks.

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- To install Xmarks for Chrome, you'll need to be running Google Chrome, which you can **download here**.
- You can install Xmarks for Chrome by visiting our **installation page**.
- When installing Xmarks for Chrome, the extension will ask for several different permissions. These are required for Xmarks to operate in Chrome correctly. Here is what we use each permission for:
  - *Your bookmarks*: Bookmark sync!:)
  - *Your browsing history*: This permission is triggered because we have access to the current browser window. We need this to implement open tab sync. In theory an extension can also use this API to monitor what pages you currently have open (and therefore track your history), but we only access your windows when you synchronize your open tabs. (In Chrome-extension speak, we're using the **tabs** permission.)
  - *Your data on all websites*: This permission is triggered because of our newest feature, password sync. Since we can't use Chrome's built-in password manager, we created our own (details on how our **password manager works**). The password manager adds a small bit of script to each page in order to automatically read and write your password data. We ignore the rest of the page completely. **We only add this script if you have password sync enabled.** (In Chrome-extension speak, we are using **programmatic insertion** to insert this Javascript.)

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[accordion-item title="Support" id="h2"]

A list of known issues, common problems (and workarounds), and contact information can be found on our **support page**.

Xmarks 1.0.10 *[released 2/24/2011]*

- Default automatic synchronization on for new installs.
- Include more debugging information when request fails to get response from server.

Xmarks 1.0.9 *[released 2/21/2011]*

- Include more debugging information when most prominent errors occur.

Xmarks 1.0.6 - 1.0.8 *[released 2/15/2011]*

- Fixed several bugs that caused the sync process to fail so that it would never leave the 'sync in progress' state.

Xmarks 1.0.5 *[released 1/31/2011]*

- Fixed a bug with javascript shrinking that resulted in breaking synchronization for a number of people.

Xmarks 1.0.3 *[released 1/16/2011]*

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- LastPass' password sync is now preferred**LastPass Password Manager**
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- A number of missing labels on radio dialogs fixed.
- Invalid username/password error is now properly shown instead of a generic error message.

Xmarks 0.8.52 *[released 8/26/2010]*

- Rewrite of local bookmark writing code, includes many bug fixes and increased stability
- Password sync bug fixes when a user cancels the PIN dialog
- Allow users to turn off blue gradient on password data insertion

Xmarks 0.8.45 *[released 8/4/2010]*

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- Better notification timeout for sites like flickr.com
- Handle sites that sometimes only ask for password when re-authenticating

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- Only show sync success page once
- Don't show "Changes to sync" icon from bookmark changes if bookmark sync is disabled

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Xmarks 0.7.2 *[released 5/10/2010]*

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- Confirmation dialogs before upload/download
- Fix common "Unable to find [node] in ROOT" bug

Xmarks 0.6.1 *[released 3/11/2010]*

- Improved first time merge algorithm
- Fixed setting root folder name to "Other bookmarks"
- Fix sync error when bookmark set doesn't have toolbar folder

Xmarks 0.6.0 *[released 3/1/2010]*

- Deleting root level bookmarks doesn't work
- Moving bookmark before bookmarks toolbar folder causes sync error
- Improve download

Xmarks 0.5.67 *[released 2/12/2010]*

- Fix autosync frequency

Xmarks 0.5.66 *[released 2/4/2010]*

- Fix error with slice function called on null object
- Improve protocol checking function, invalid URLs will no longer cause errors

Xmarks 0.5.65 *[released 1/15/2010]*

- Prepare more text for localization
- Fix last sync time display error

Xmarks 0.5.64 *[released 1/14/2010]*

- Xmarks now synchronizes in non-English versions of Chrome!
- Lay foundation for localization of user facing strings

Xmarks 0.5.60 *[released 1/11/2010]*

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Xmarks 0.5.41 *[released 12/18/2009]*

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- Use SQL database to persist bookmark information between Chrome sessions; will speed up initial sync after restart
- Fix Xmarks profiles bugs

Xmarks 0.5.24 *[released 12/09/2009]*

- Update metafile information

Xmarks 0.5.23 *[released 12/07/2009]*

- Fix setup wizard

Xmarks 0.5.22 *[released 12/02/2009]*

- Change from "alpha" to "beta". We're getting closer!
- Fix auto-sync
- Improve opening of settings dialog
- Add success and upgrade pages
- Don't fail on sync conflict
- Migrate to Google's update system

Xmarks 0.5.11 *[released 11/23/2009]*

- Ensure browser action popup works with all themes
- Catch errors correctly during sync

Xmarks 0.5.10 *[released 11/2/2009]*

- Replace toolstrip with a browser action!
- Add options button to chrome://extensions/ page so users without access to browser action can still access the settings
- Ensure root folder gets named correctly
- Catch errors more gracefully during sync

Xmarks 0.5.5 *[released 10/1/2009]*

- Fixed several first time sync issues that caused Xmarks to overwrite an existing Bookmarks Toolbar folder

Xmarks 0.5.4 *[released 9/28/2009]*

- Add support for sync profiles
- Fix minor javascript bug

Xmarks 0.4.24 *[released 9/21/2009]*

- Don't let Firefox search keyword URLs break Chrome
- Stop duplicating the Unfiled Bookmarks and other folders
- Stop fighting with IE over the correct name of the Bookmarks Toolbar

Xmarks 0.4.23 *[released 9/18/2009]*

- Better URL validation before attempting to create Chrome bookmarks, should eliminate "Invalid URL" errors.

Xmarks 0.4.22 *[released 9/17/2009]*

- Improve bad HTTP response handling

Xmarks 0.4.21 *[released 9/16/2009]*

- Fix most common "Invalid URL" error during sync.

Xmarks 0.4.20 *[released 9/15/2009]*

- Fixed "Cannot call method 'substr' of undefined" error
- Improved error dialog for common issues
- Include create date when creating new bookmarks
- Don't reorder Bookmarks Toolbar when syncing existing Firefox bookmarks

Xmarks 0.4.19 *[released 9/14/2009]*

- Fix some "Xmarks is already processing an action" errors.

Xmarks 0.4.18 *[released 9/11/2009]*

- Fix setup wizard

Xmarks 0.4.17 *[released 9/8/2009]*

- Add support for updating an existing bookmark's name
- Fix authentication to work when encryption setting is on

Xmarks 0.4.16 *[released 9/8/2009]*

- Fix Xmarks for Chrome to work with latest version of Chrome

Xmarks 0.4.15 *[released 8/20/2009]*

- Store user preferences in local storage, no longer using the _XmarksSettingsBookmark!
- Store bookmark map information in local storage, no longer using the _XmarksMappingFolder!

Xmarks 0.4.14 *[released 8/18/2009]*

- Update manifest file to make compatible with latest Chrome update (version 4.0.201.1)

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- Fix sync error when bookmark set doesn't have toolbar folder

Xmarks 0.6.0 *[released 3/1/2010]*

- Deleting root level bookmarks doesn't work
- Moving bookmark before bookmarks toolbar folder causes sync error
- Improve download

Xmarks 0.5.67 *[released 2/12/2010]*

- Fix autosync frequency

Xmarks 0.5.66 *[released 2/4/2010]*

- Fix error with slice function called on null object
- Improve protocol checking function, invalid URLs will no longer cause errors

Xmarks 0.5.65 *[released 1/15/2010]*

- Prepare more text for localization
- Fix last sync time display error

Xmarks 0.5.64 *[released 1/14/2010]*

- Xmarks now synchronizes in non-English versions of Chrome!
- Lay foundation for localization of user facing strings

Xmarks 0.5.60 *[released 1/11/2010]*

- Improve handling of invalid URLs
- Better error handling during sync
- User control over logging

Xmarks 0.5.41 *[released 12/18/2009]*

- Fix setup wizard

Xmarks 0.5.40 *[released 12/17/2009]*

- Xmarks icon now alerts users when there are changes to sync
- Improve sync code, fewer requests to Xmarks servers during a sync
- Use SQL database to persist bookmark information between Chrome sessions; will speed up initial sync after restart
- Fix Xmarks profiles bugs

Xmarks 0.5.24 *[released 12/09/2009]*

- Update metafile information

Xmarks 0.5.23 *[released 12/07/2009]*

- Fix setup wizard

Xmarks 0.5.22 *[released 12/02/2009]*

- Change from "alpha" to "beta". We're getting closer!
- Fix auto-sync
- Improve opening of settings dialog
- Add success and upgrade pages
- Don't fail on sync conflict
- Migrate to Google's update system

Xmarks 0.5.11 *[released 11/23/2009]*

- Ensure browser action popup works with all themes
- Catch errors correctly during sync

Xmarks 0.5.10 *[released 11/2/2009]*

- Replace toolstrip with a browser action!
- Add options button to chrome://extensions/ page so users without access to browser action can still access the settings
- Ensure root folder gets named correctly
- Catch errors more gracefully during sync

Xmarks 0.5.5 *[released 10/1/2009]*

- Fixed several first time sync issues that caused Xmarks to overwrite an existing Bookmarks Toolbar folder

Xmarks 0.5.4 *[released 9/28/2009]*

- Add support for sync profiles
- Fix minor javascript bug

Xmarks 0.4.24 *[released 9/21/2009]*

- Don't let Firefox search keyword URLs break Chrome
- Stop duplicating the Unfiled Bookmarks and other folders
- Stop fighting with IE over the correct name of the Bookmarks Toolbar

Xmarks 0.4.23 *[released 9/18/2009]*

- Better URL validation before attempting to create Chrome bookmarks, should eliminate "Invalid URL" errors.

Xmarks 0.4.22 *[released 9/17/2009]*

- Improve bad HTTP response handling

Xmarks 0.4.21 *[released 9/16/2009]*

- Fix most common "Invalid URL" error during sync.

Xmarks 0.4.20 *[released 9/15/2009]*

- Fixed "Cannot call method 'substr' of undefined" error
- Improved error dialog for common issues
- Include create date when creating new bookmarks
- Don't reorder Bookmarks Toolbar when syncing existing Firefox bookmarks

Xmarks 0.4.19 *[released 9/14/2009]*

- Fix some "Xmarks is already processing an action" errors.

Xmarks 0.4.18 *[released 9/11/2009]*

- Fix setup wizard

Xmarks 0.4.17 *[released 9/8/2009]*

- Add support for updating an existing bookmark's name
- Fix authentication to work when encryption setting is on

Xmarks 0.4.16 *[released 9/8/2009]*

- Fix Xmarks for Chrome to work with latest version of Chrome

Xmarks 0.4.15 *[released 8/20/2009]*

- Store user preferences in local storage, no longer using the _XmarksSettingsBookmark!

- Store bookmark map information in local storage, no longer using the _XmarksMappingFolder!

Xmarks 0.4.14 *[released 8/18/2009]*

- Update manifest file to make compatible with latest Chrome update (version 4.0.201.1)

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[/accordion]

Contact form 1

Your Name (required)

[text* your-name]

Your Email (required)

[email* your-email]

Subject

[text your-subject]

Your Message

[textarea your-message]

[submit "Send"]

[your-subject]
[your-name]
From: [your-name] <[your-email]>
Subject: [your-subject]

Message Body:
[your-message]

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This e-mail was sent from a contact form on Xmarks User Manual (https://helpdesk.xmarks.com)
support@xmarks.com
Reply-To: [your-email]

0
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[your-subject]
Xmarks User Manual
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0
Your message was sent successfully. Thanks.
Failed to send your message. Please try later or contact the administrator by another method.
Validation errors occurred. Please confirm the fields and submit it again.
Failed to send your message. Please try later or contact the administrator by another method.
Please accept the terms to proceed.
Please fill in the required field.
This input is too long.
This input is too short.

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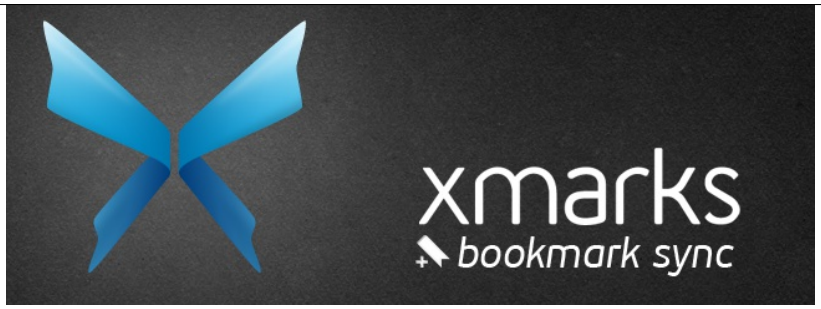

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1. Go to **http://login.xmarks.com/account/create_account.**
2. Enter your desired username, email and password.
3. Click "Create Account".

[/accordion-item]
[accordion-item title="Sync your Bookmarks" id="h1"]

Once you have installed the Xmarks plug-in, you can manually sync your bookmarks from all supported browsers.

1. Simply click the Xmarks icon.
2. Select "Synchronize Now".

Note, by default, automatic synchronization is enabled and will sync every hour.

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[accordion-item title="System Requirements" id="h2"]

Xmarks currently supports the following operating systems, web browsers, and mobile devices.

[tabbed_section]
[tab title="Operating Systems"]

- Windows XP and later
- Mac OS X 10.5+
- Linux

[/tab]
[tab title="Web Browsers"]

- Mozilla Firefox 3+
- Internet Explorer 7+
- Safari 4+ (Mac)
- Google Chrome

[/tab]
[tab title="Mobile Devices"]

- iOS 3.0+
- Android 1.5+
- Dolphin HD 4.1+ and Google Android 2.0+
- Blackberry 5.0+

[/tab]

For our release notes please click **here**.

[/tabbed_section]
[/accordion-item]
[accordion-item title="Add Another Computer" id="h3"]

Once you install Xmarks on your other computers, it will work seamlessly in the background to keep your data in sync.

To install Xmarks on another computer and start synchronizing:

1. On your other computer, go to **www.xmarks.com**.
2. Click "Install Now".
3. In the setup wizard, select "Yes, I am a registered Xmarks user".
4. Enter your username and password.
5. Repeat these steps on all of your computers.

[/accordion-item]
[/accordion]

Introduction

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Introduction" id="h0"]

Welcome to the Xmarks Helpdesk! This guide will walk you through the basics of using Xmarks including how to sync and backup bookmarks, sync different profiles, sharing bookmarks with family and friends, and secure password sync.

Downloading Xmarks:

We recommend that you download from the **main download page**. Simply click download to initiate the installation process. Using the installer, you will be able to create your Xmarks account.

An alternative way to create an Xmarks account:

1. Go to **http://login.xmarks.com/account/create_account.**
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Bookmark Manager Basics

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Xmarks is a bookmark manager that helps users add, edit, view, sync and share bookmarks through the convenience of a browser extension.

Xmarks offers a number of convenient features, including:

- **My.Xmarks.com**: An online page that allows you to see all of your bookmarks and organize them as you like.
- **Profile Sync**: Assign bookmarks to profiles to keep your personal bookmarks at home and your work bookmarks at the office.
- **Bookmark Sync**: Seamlessly synchronize bookmarks across all your computers, browsers, mobile devices and tablets.
- **Open Tab Sync**: Pick up where you left off while at home, in the office or on your mobile.

- **Backup and Recovery**: View, restore and export past bookmark collections.
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Your Xmarks Icon

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The Xmarks icon gives you immediate access to all major features of Xmarks. After logging into Xmarks, clicking on the Icon will drop down a toolbar menu where you can use the following features:

- Xmarks Settings
- My Xmarks
- Synchronize Now
- Open Remote Tabs

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View your current sync status, view account status, **report a bug** and view **Xmarks release notes**. Selecting the respective options performs a manual sync, signs out of Xmarks, and runs the Xmarks setup wizard.

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View and manage your Synchronization Types and Synchronization Options:

- Enable or disable Bookmark Sync and Open Tab Sync.
- Assign and edit a name for your computer for Open Tab Sync across multiple platforms.
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This feature restores your bookmarks to an earlier version. You can preview and restore from any of the previous bookmark sets safely backed up in your Xmarks web account.

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Bookmark-powered Web Discovery. -- View and edit your discovery settings here (in Firefox only).

- **Smarter Search** - Xmarks will help you discover top sites right on Google.
- **Site Info** - Xmarks will show you site information and similar sites when you click on the Xmarks info icon in your location bar.
- **Site Tags and Ratings** - When you bookmark a site, Xmarks will suggest tags for it and let you rate it.
- **Advanced** - View your connection security options, perform a manual upload or a manual download and set your logging settings.
- **Manual Upload** - Uploading your bookmarks sends the browser's data to our servers. This will replace any data you currently have saved on our servers.
- **Manual Download** - Downloading your bookmarks will overwrite the data currently on the computer with the saved data on our servers.
- **Logging** - Enabling logging is important in troubleshooting errors in Xmarks; thus, we highly suggest that all users enable logging.

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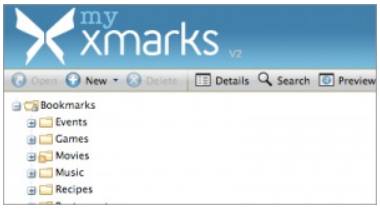

Synchronize Now - Initiate a manual synchronization.

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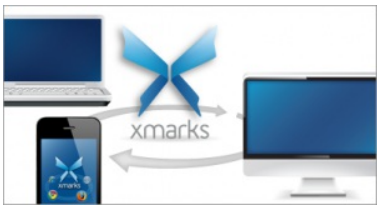

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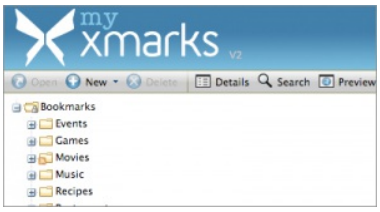

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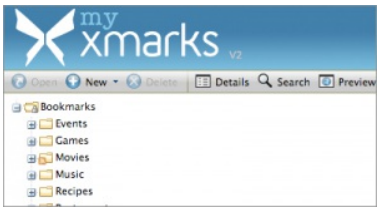

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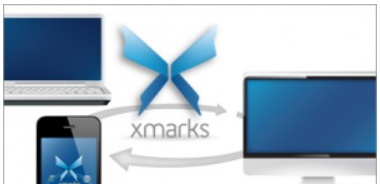

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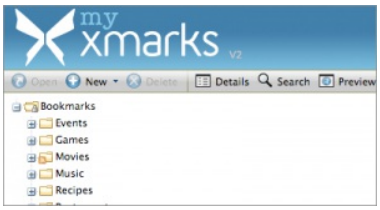

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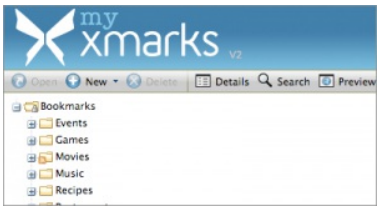

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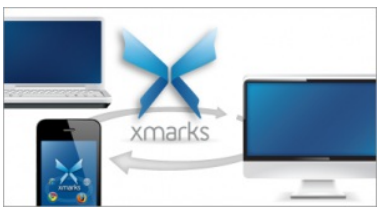

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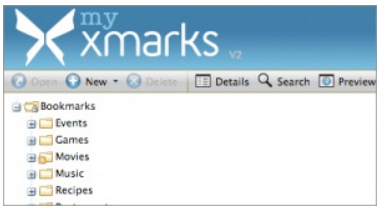

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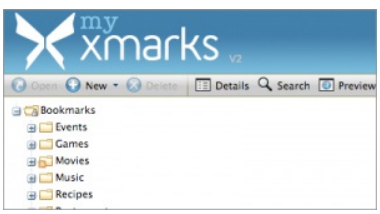

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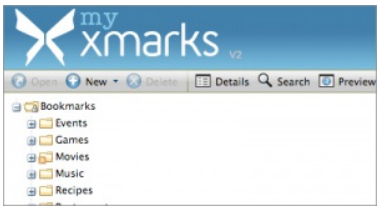

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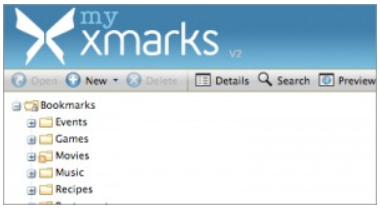
[accordion-item title="Other Xmarks Icon Feature" id="h2"]

My Xmarks - View, edit, add and delete bookmarks from any browser.



Synchronize Now - Initiate a manual synchronization.

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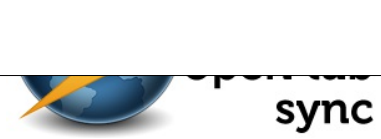

[/accordion-item]
[/accordion]

Your Xmarks Icon

[accordion openfirst=true scroll=true clicktoclose=true]

[accordion-item title="Your Xmarks Icon" id="h0"]

Once you have installed Xmarks, an icon will appear in your browser

The location of the icon differs within each browser:

- **Chrome**: top right in the menu bar.
- **Internet Explorer**: bottom right in the systems tray.
- **Safari**: top right in the menu bar (the Xmarks icon will be grey/black instead of blue).
- **Firefox**: top right in the add-on bar.
    - If your Xmarks icon doesn't appear in Firefox, it is likely hiding in 'Additional Tools and Features'. You can find the steps from Firefox **here** to drag and drop the Xmarks icon into your add-on bar.

The Xmarks icon gives you immediate access to all major features of Xmarks. After logging into Xmarks, clicking on the Icon will drop down a toolbar menu where you can use the following features:

- Xmarks Settings
- My Xmarks
- Synchronize Now
- Open Remote Tabs

[/accordion-item]
[accordion-item title="Xmarks Settings" id="h1"]

[tabbed_section]
[tab title="Status"]

View your current sync status, view account status, **report a bug** and view **Xmarks release notes**. Selecting the respective options performs a manual sync, signs out of Xmarks, and runs the Xmarks setup wizard.

[/tab]
[tab title="Sync"]

View and manage your Synchronization Types and Synchronization Options:

- Enable or disable Bookmark Sync and Open Tab Sync.
- Assign and edit a name for your computer for Open Tab Sync across multiple platforms.
- Enable or disable Automatic Synchronization.

[/tab]
[tab title="Restore"]

This feature restores your bookmarks to an earlier version. You can preview and restore from any of the previous bookmark sets safely backed up in your Xmarks web account.

The Restore Tab is only present in Account Setting for Firefox. In all other browsers, this feature is located in **my.xmarks.com** under "Tools" > "Explore and Restore Old Bookmarks".

[/tab]
[tab title="Profiles"]

Use sync profiles to keep sensitive bookmarks where they belong. Create and manage sync profiles at **my.xmarks.com**. Then choose a profile to control what Xmarks syncs to and from one or multiple computers.

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[tab title="Discovery"]

Bookmark-powered Web Discovery. -- View and edit your discovery settings here (in Firefox only).

- **Smarter Search** - Xmarks will help you discover top sites right on Google.
- **Site Info** - Xmarks will show you site information and similar sites when you click on the Xmarks info icon in your location bar.
- **Site Tags and Ratings** - When you bookmark a site, Xmarks will suggest tags for it and let you rate it.
- **Advanced** - View your connection security options, perform a manual upload or a manual download and set your logging settings.
- **Manual Upload** - Uploading your bookmarks sends the browser's data to our servers. This will replace any data you currently have saved on our servers.
- **Manual Download** - Downloading your bookmarks will overwrite the data currently on the computer with the saved data on our servers.
- **Logging** - Enabling logging is important in troubleshooting errors in Xmarks; thus, we highly suggest that all users enable logging.

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1. Click "New" (located in the menu bar).
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4. Edit the bookmark name, location, keywords, description and tags.
5. Clicking "Save" should change "Save" to "Saved".
6. To close the pop-up, click the "x". To continue editing bookmarks, click "Previous" or "Next" to view other bookmarks.

[/tab]

[tab title="Bookmark Search"]

1. Click "Search" (located in the menu bar).
2. A "Bookmark Search" pop-up will appear.
3. Enter search terms in the "Bookmark Text" field.
4. A list will appear below the text field.
5. Selecting a bookmark within the search list will highlight that bookmark in your master list.
6. To close, click the "x".

[/tab]

[tab title="Share a Bookmark"]

Sharing folders allows your friends to view their contents. You may choose whether to include subfolders, or just immediate contents. Changes to shared folders contents will show up within 30 minutes. You may stop sharing a folder at any time. People can only view your shared folders, regardless, be sure to only share sensitive content with trusted friends. Note that you can share bookmark folders, but not individual bookmarks.

1. Select a bookmark folder.
2. Click "Share" (located in the menu bar).
3. A "Share Folder" pop-up will appear.
4. Share via a link to a web page that displays its contents, an RSS feed, a widget that you can put on your blog or website or email:

    - Checking "Share this folder" will automatically populate the share options and create a web page URL or RSS feed URL. You can also include subfolders by checking "...and include subfolders".

- To share as a widget, click on the link "Preview and instructions" and follow the instructions given.
- To share via email, enter email addresses into the field and click "Send Email".

[/tab]
[/tabbed_section]
[/accordion-item]

[accordion-item title="Profiles" id="h2"]

Keep sensitive data where it belongs. Leave your personal content at home and your work data at the office. Use your Mobile profile to keep your phone happy.

[tabbed_section]
[tab title="Manage Profiles"]

1. Click "Add" to create a new profile. Name each profile to reflect its nature or location. For example, "Work", "Home", or "Business Confidental". You can create up to six profiles: mobile.xmarks.com plus five other profiles. Note that the mobile profile is permanent and can not be deleted despite your premium status.
2. Once all profiles are created, select the profile you wish to manage in the left pane.
3. The right pane, by default, will list all bookmarks found in the Bookmarks Toolbar. Check and/or uncheck the bookmarks you wish to view while in this profile.
4. To access bookmarks found in the Bookmarks Folder, click the drop down menu to show the Bookmarks Menu. Check and/or uncheck the bookmarks you wish to view while in the profile.
5. Click "Save and Close".

[/tab]

[tab title="Assign Profiles to Browsers"]

1. Within your desired browser, open Xmarks Settings (Xmarks icon > Xmarks Settings).
2. Select the "Profiles" tab.
3. By default, Xmarks does not work under a specific profile (<none>) so all bookmarks will appear. Click, "Change".
4. Xmarks will prompt you to login again.
5. A "Change Sync Profile" pop-up will appear. Select the profile you wish to use from the drop down list.
6. Click, "OK" to save or "Cancel" to exit.

[/tab]
[/tabbed_section]
[/accordion-item]

[accordion-item title="Tools" id="h3"]

[tabbed_section]
[tab title="Open Remote Tabs"]

Clicking "Open Remote Tabs" will display open tabs from your other browsers and computers. Click a site to open or select "Clear Data" to clear your open tab set.

[/tab]

[tab title="Explore & Restore Old Bookmarks"]

Select a set of bookmarks from previous syncs. You can view, export and restore your bookmark sets.

1. Select a backup date and time.
2. Click "View" to display a list of that bookmark set. Click "Export" to download a list of that bookmark set. Click "Restore" to replace your current bookmark set with those from the selected date and time.
3. If you choose to restore, a pop-up message will appear to verify your selection.
4. Click, "Yes" to continue then "OK" to reload.

[/tab]

[tab title="Import and Export Bookmarks"]

Selecting "Export Bookmarks to HTML" will automatically save your current bookmark set to your computer.

[/tab]
[/tabbed_section]
[/accordion-item]

[accordion-item title="Viewing Options" id="h4"]

My.xmarks.com supports two views"Classic View" and "Grid View"easily switchable via the two tabs in the lower left corner of the window. Classic View displays the bookmarks as you see them in your web browser's bookmarks organizer, while Grid View simply displays all bookmarks in whatever ranking order you select.

NOTE: Grid View is not available in Internet Explorer.

[tabbed_section]
[tab title="Sorting in Grid View"]

To sort your bookmarks by the various column headings, you need only click on the appropriate column heading on the Grid View page. The selected column should then display an arrow indicating which way the column is sorted; to reverse the order, click the column again.

[/tab]

[tab title="Helpful Links"]

Listed at the top right are helpful links:

- Select "Your username Account" to **manage your account.**
- Select "Install Now" to **install Xmarks** on your current browser.
- Select "**Help**" to submit a support ticket or search our public community forums for a solution to your problem.
- Select "**Blog**" to view Xmarks' important announcements.
- Log out

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title= "Search Bookmarks" id="h5"]

The "Search" button in **my.xmarks.com** allows you to find your bookmarks using keyword search. Search results will appear in a separate dialog window. Clicking on a search result will cause that item to be selected in my.xmarks.com. Double-clicking on a search result will open that bookmark item in a new window.

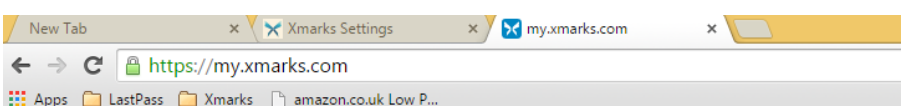
Folders themselves are not returned as search results, but the search tool will consider folder names when searching for keywords.

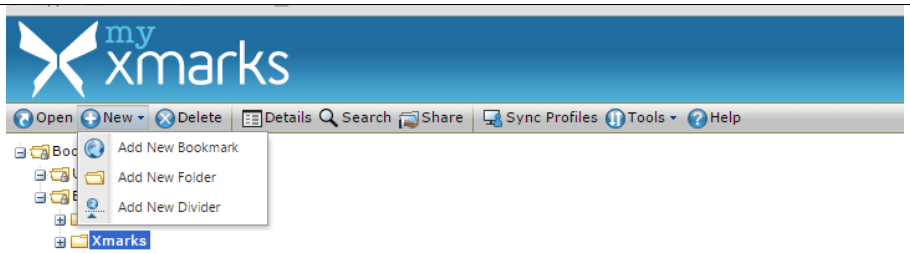
[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).





3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

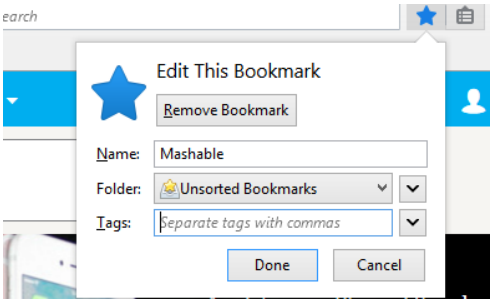
[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

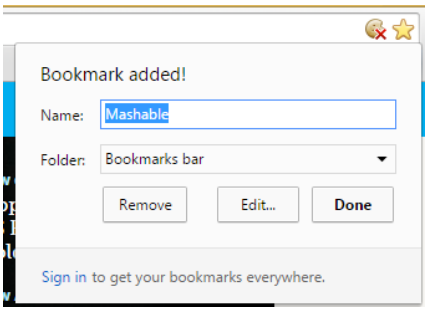
[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

1. Browse to the site you wish to bookmark.
2. On Firefox, double-click the greyed star in the toolbar to add the bookmark.



3. On Chrome, click the star icon within the address bar to add the bookmark.



4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.

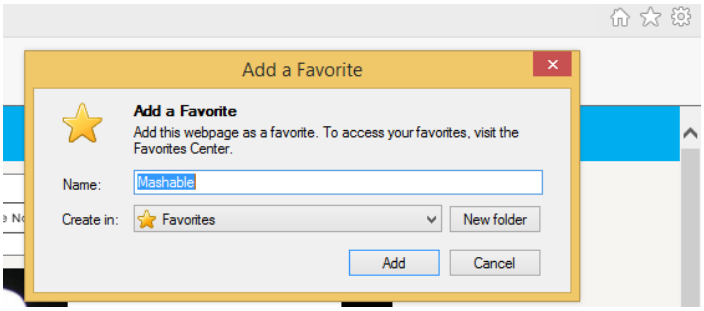
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.
7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.
2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

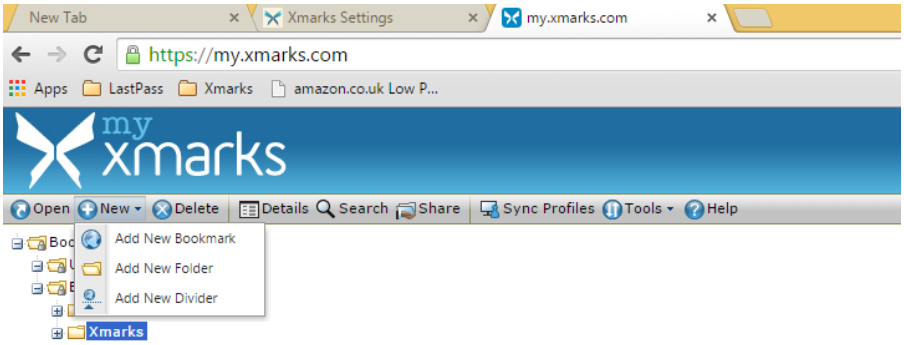
[/tabbed_section]

[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

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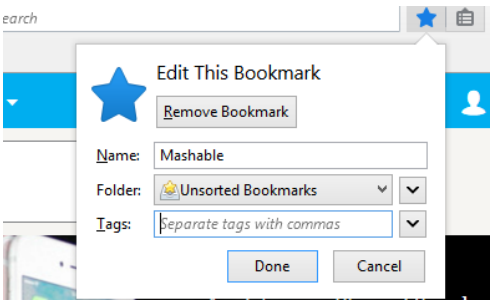
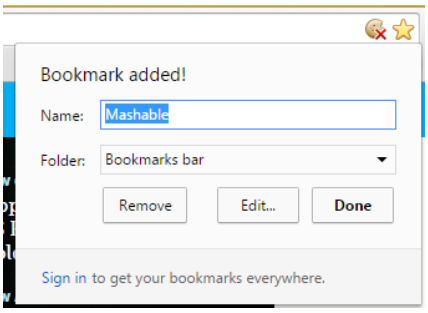


3. On Chrome, click the star icon within the address bar to add the bookmark.



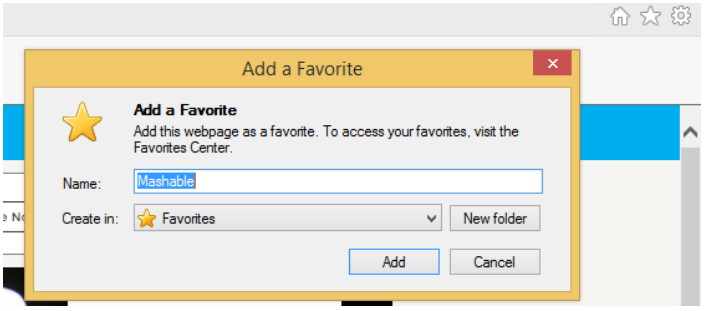
4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.
7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.

2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

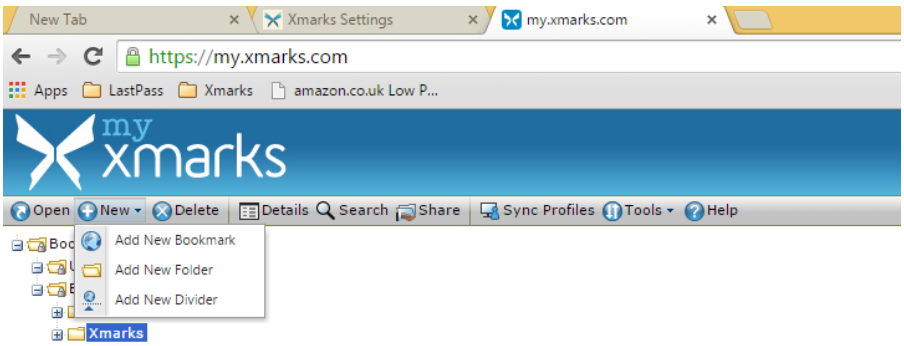
[/tab]
[/tabbed_section]

[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

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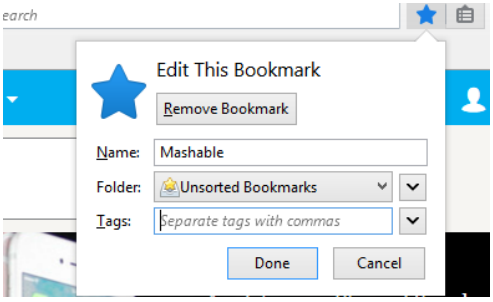
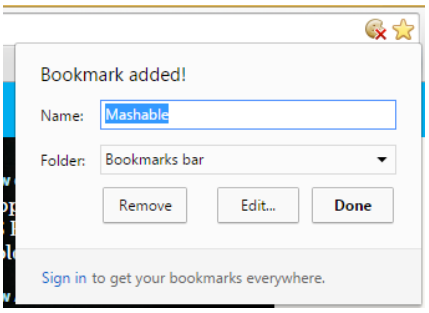


3. On Chrome, click the star icon within the address bar to add the bookmark.



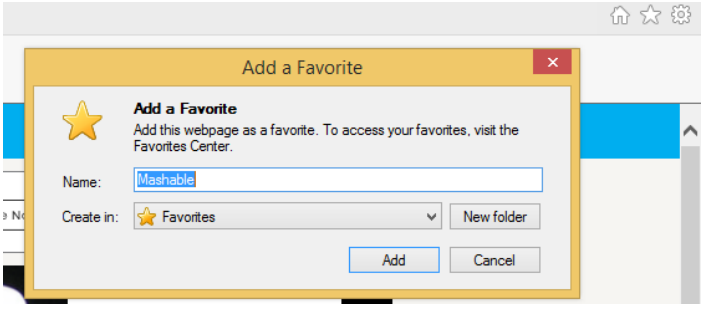
4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



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5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
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7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.
2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]
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[/accordion-item]
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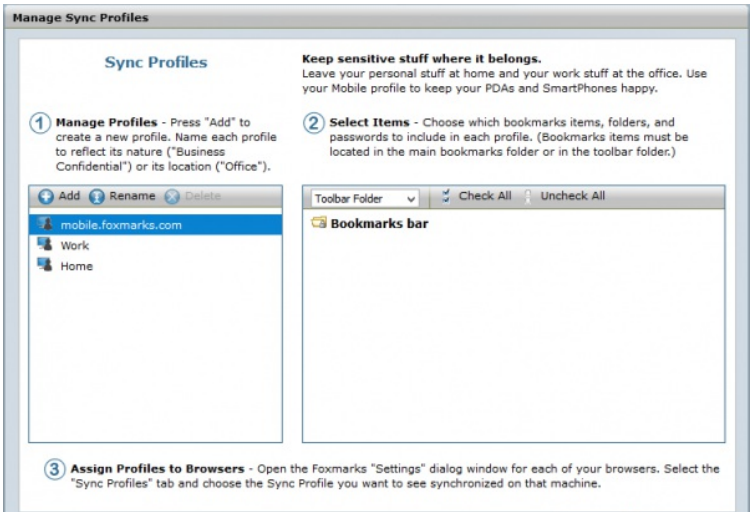
Profiles

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Profiles" id="h0"]

Keep sensitive data where it belongs. Leave your personal content at home and your work data at the office. Use your Mobile profile to keep your smartphone happy.

Go to **my.xmarks.com** to view and manage your profiles.

[/accordion-item]
[accordion-item title="Manage Profiles" id="h1"]


Manage Sync Profiles
Sync Profiles
Keep sensitive stuff where it belongs.
Leave your personal stuff at home and your work stuff at the office. Use your Mobile profile to keep your PDAs and SmartPhones happy.
1 Manage Profiles - Press "Add" to create a new profile. Name each profile to reflect its nature ("Business Confidential") or its location ("Office").
2 Select Items - Choose which bookmarks items, folders, and passwords to include in each profile. (Bookmarks items must be located in the main bookmarks folder or in the toolbar folder.)
Add
Rename
Delete
mobile.foxmarks.com
Work
Home
Toolbar Folder
Check All
Uncheck All
Bookmarks bar
3 Assign Profiles to Browsers - Open the Foxmarks "Settings" dialog window for each of your browsers. Select the "Sync Profiles" tab and choose the Sync Profile you want to see synchronized on that machine.

1. Click "Sync Profiles". ﷺA pop up window should appear.
2. Click "Add" to create a new profile. Name each profile to reflect its nature or location. For example, "Work", "Home" or "Business Confidental". You can create up to six profiles: mobile.xmarks.com plus five other profiles. Note that the mobile profile is permanent and can not be deleted despite your premium status.
3. Once all profiles are created, select the profile you wish to manage in the left pane.
4. The right pane, by default, will list all bookmarks found in the Bookmarks Toolbar. Check and/or uncheck the bookmarks you wish to view while in this profile.
5. To access bookmarks found in the Bookmarks Folder, click the drop down menu to show the Bookmarks Menu. Check and/or uncheck the bookmarks you wish to view while in the profile.
6. Click "Save and Close".

***Note** that only top level folders can be selected to hide/show in profiles.
[/accordion-item]

[accordion-item title="Assign Profiles to Browsers" color="Accent-Color" id="h2"]

1. Within your desired browser, open Xmarks Settings: Xmarks icon > Xmarks Settings. For Internet Explorer and Safari, click on the Xmarks icon in the tray to open settings.
2. Select the "Profiles" tab (or click the Sync Profiles button if in IE).
3. By default, Xmarks does not work under a specific profile (<none>) so all bookmarks will appear. Click, "Change".
4. Xmarks will prompt you to login again.
5. A "Change Sync Profile" pop-up will appear. Select the profile you wish to use from the drop down list.
6. Click, "OK" to save or "Cancel" to exit.

[/accordion-item]
[/accordion]

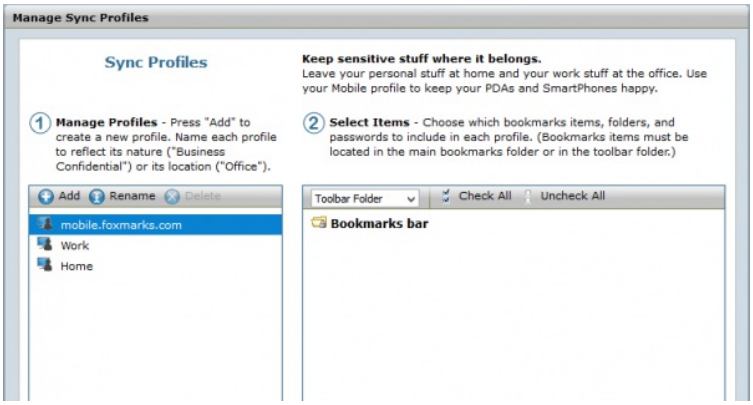
Profiles

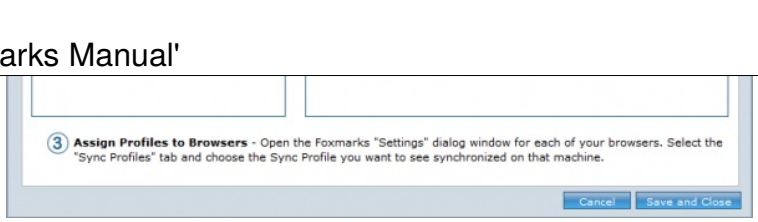
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Profiles" id="h0"]

Keep sensitive data where it belongs. Leave your personal content at home and your work data at the office. Use your Mobile profile to keep your smartphone happy.

Go to **my.xmarks.com** to view and manage your profiles.

[/accordion-item]
[accordion-item title="Manage Profiles" id="h1"]


Manage Sync Profiles
Sync Profiles
Keep sensitive stuff where it belongs.
Leave your personal stuff at home and your work stuff at the office. Use your Mobile profile to keep your PDAs and SmartPhones happy.
1 Manage Profiles - Press "Add" to create a new profile. Name each profile to reflect its nature ("Business Confidential") or its location ("Office").
2 Select Items - Choose which bookmarks items, folders, and passwords to include in each profile. (Bookmarks items must be located in the main bookmarks folder or in the toolbar folder.)
Add
Rename
Delete
mobile.foxmarks.com
Work
Home
Toolbar Folder
Check All
Uncheck All
Bookmarks bar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Cancel
Save and Close

1. Click "Sync Profiles". A pop up window should appear.
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6. Click "Save and Close".

*__Note__ that only top level folders can be selected to hide/show in profiles.
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[accordion-item title="Assign Profiles to Browsers" color="Accent-Color" id="h2"]

1. Within your desired browser, open Xmarks Settings: Xmarks icon > Xmarks Settings. For Internet Explorer and Safari, click on the Xmarks icon in the tray to open settings.
2. Select the "Profiles" tab (or click the Sync Profiles button if in IE).
3. By default, Xmarks does not work under a specific profile (<none>) so all bookmarks will appear. Click, "Change".
4. Xmarks will prompt you to login again.
5. A "Change Sync Profile" pop-up will appear. Select the profile you wish to use from the drop down list.
6. Click, "OK" to save or "Cancel" to exit.

[/accordion-item]
[/accordion]

Profiles

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Profiles" id="h0"]

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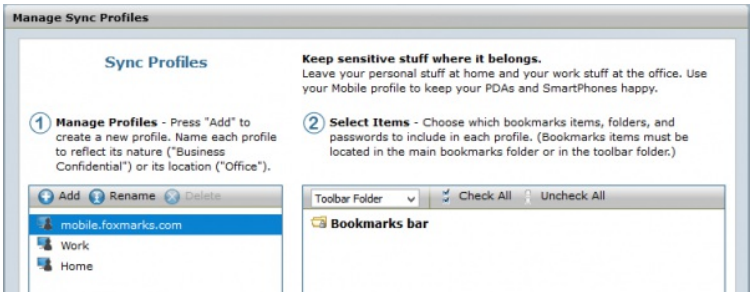
[accordion-item title="Manage Profiles" id="h1"]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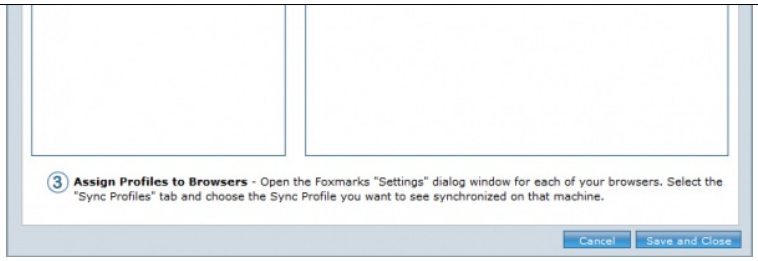
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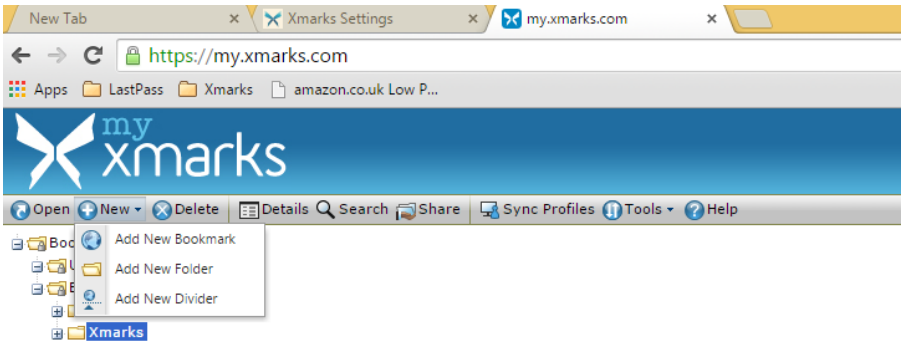
Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

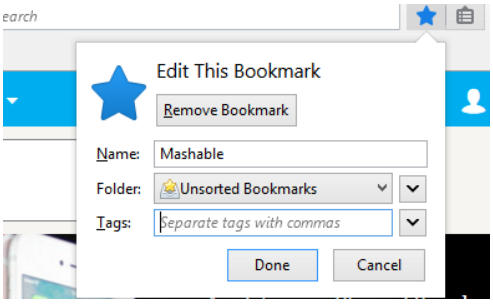
[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

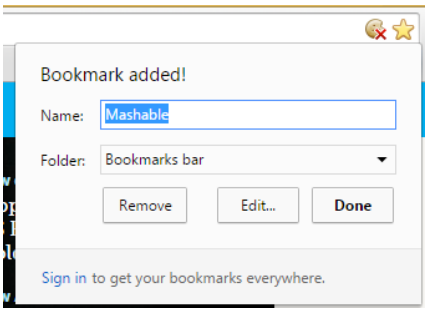
[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

1. Browse to the site you wish to bookmark.
2. On Firefox, double-click the greyed star in the toolbar to add the bookmark.



3. On Chrome, click the star icon within the address bar to add the bookmark.



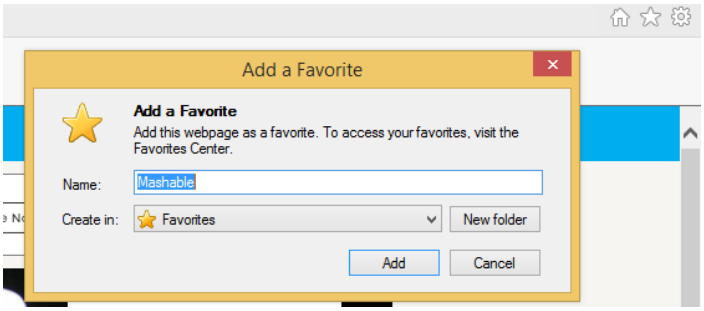
4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.
7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.
2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]
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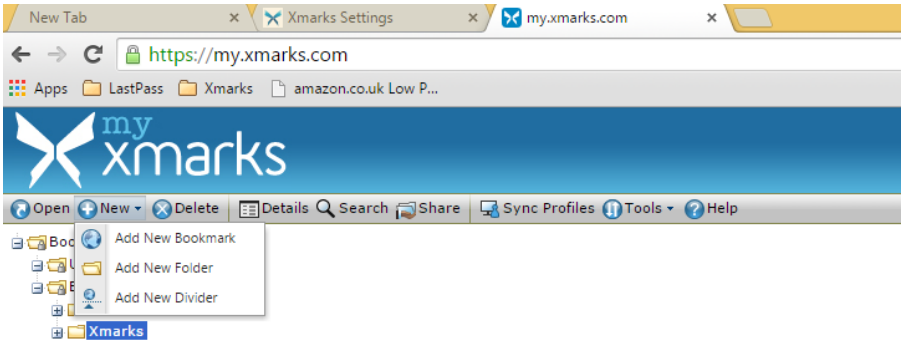

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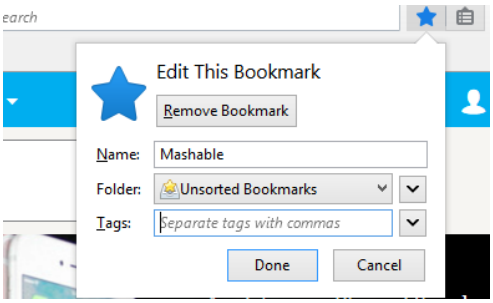

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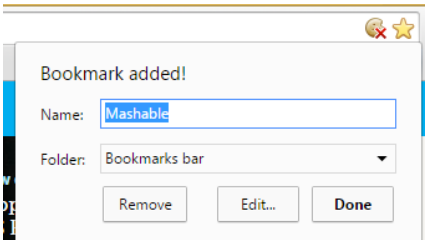

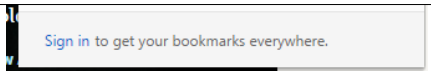

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In Internet Explorer

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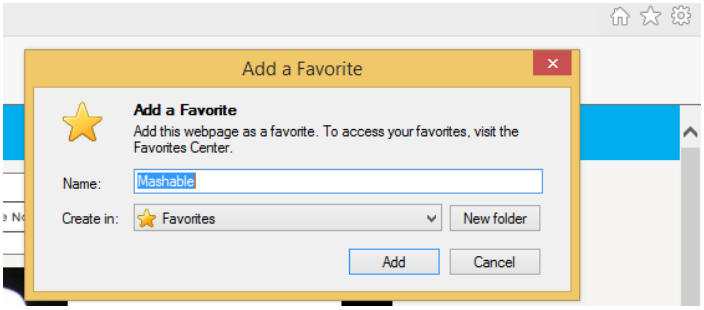

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3. Select "Add Bookmark" in the drop-down menu.
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Profiles

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Profiles" id="h0"]

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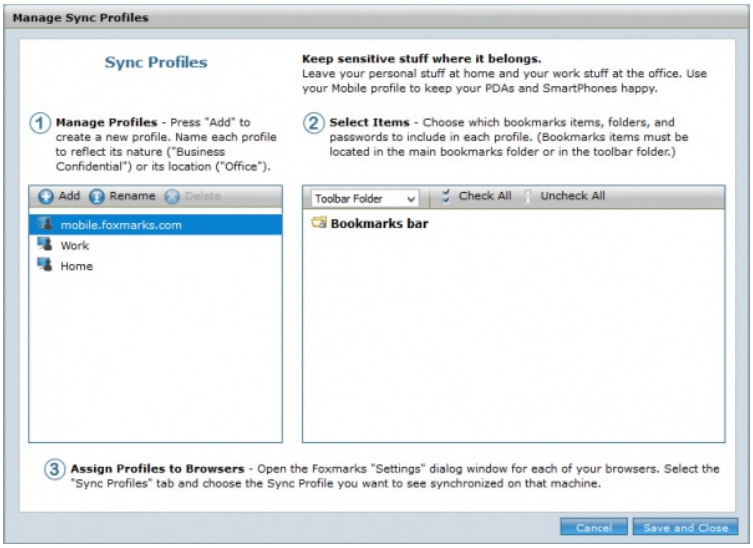
[accordion-item title="Manage Profiles" id="h1"]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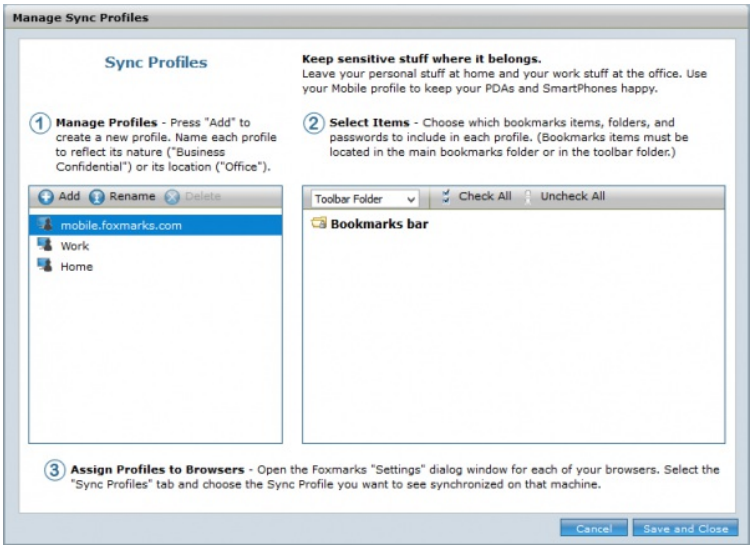
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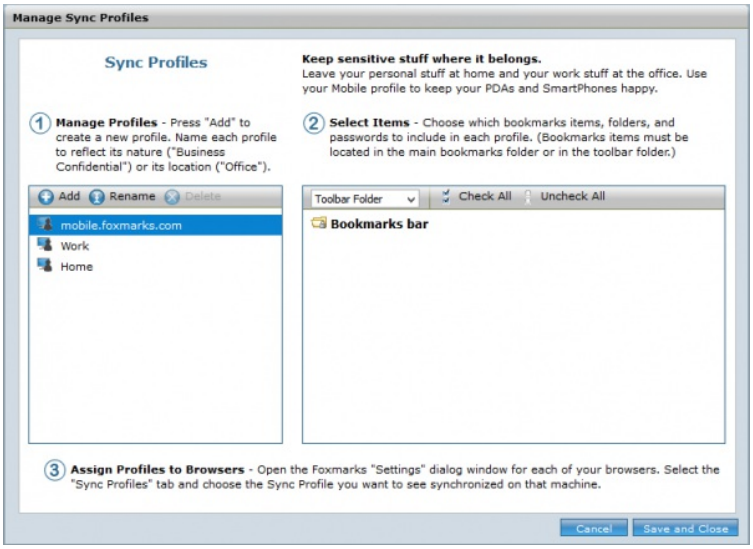
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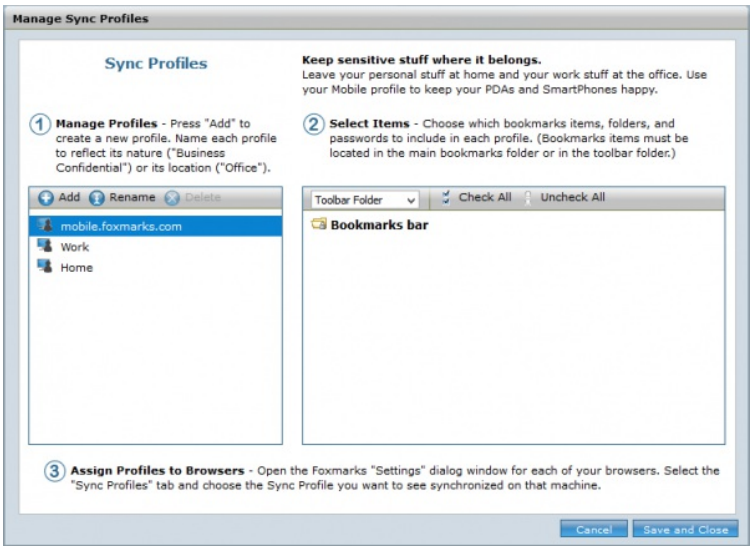
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3. Once all profiles are created, select the profile you wish to manage in the left pane.
4. The right pane, by default, will list all bookmarks found in the Bookmarks Toolbar. Check and/or uncheck the bookmarks you wish to view while in this profile.
5. To access bookmarks found in the Bookmarks Folder, click the drop down menu to show the Bookmarks Menu. Check and/or uncheck the bookmarks you wish to view while in the profile.

6. Click "Save and Close".

*__Note__ that only top level folders can be selected to hide/show in profiles.
[/accordion-item]

[accordion-item title="Assign Profiles to Browsers" color="Accent-Color" id="h2"]

1. Within your desired browser, open Xmarks Settings: Xmarks icon > Xmarks Settings. For Internet Explorer and Safari, click on the Xmarks icon in the tray to open settings.
2. Select the "Profiles" tab (or click the Sync Profiles button if in IE).
3. By default, Xmarks does not work under a specific profile (<none>) so all bookmarks will appear. Click, "Change".
4. Xmarks will prompt you to login again.
5. A "Change Sync Profile" pop-up will appear. Select the profile you wish to use from the drop down list.
6. Click, "OK" to save or "Cancel" to exit.

[/accordion-item]
[/accordion]

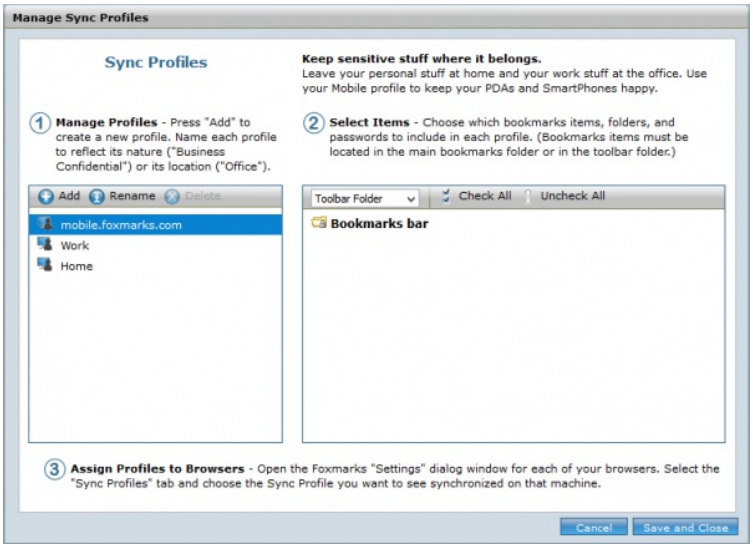
Profiles

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Profiles" id="h0"]

Keep sensitive data where it belongs. Leave your personal content at home and your work data at the office. Use your Mobile profile to keep your smartphone happy.

Go to **my.xmarks.com** to view and manage your profiles.

[/accordion-item]
[accordion-item title="Manage Profiles" id="h1"]


Manage Sync Profiles
Sync Profiles
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1 Manage Profiles - Press "Add" to create a new profile. Name each profile to reflect its nature ("Business Confidential") or its location ("Office").
2 Select Items - Choose which bookmarks items, folders, and passwords to include in each profile. (Bookmarks items must be located in the main bookmarks folder or in the toolbar folder.)
Add
Rename
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mobile.foxmarks.com
Work
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3 Assign Profiles to Browsers - Open the Foxmarks "Settings" dialog window for each of your browsers. Select the "Sync Profiles" tab and choose the Sync Profile you want to see synchronized on that machine.
Cancel
Save and Close

1. Click "Sync Profiles". A pop up window should appear.
2. Click "Add" to create a new profile. Name each profile to reflect its nature or location. For example, "Work", "Home" or "Business Confidental". You can create up to six profiles: mobile.xmarks.com plus five other profiles. Note that the mobile profile is permanent and can not be deleted despite your premium status.
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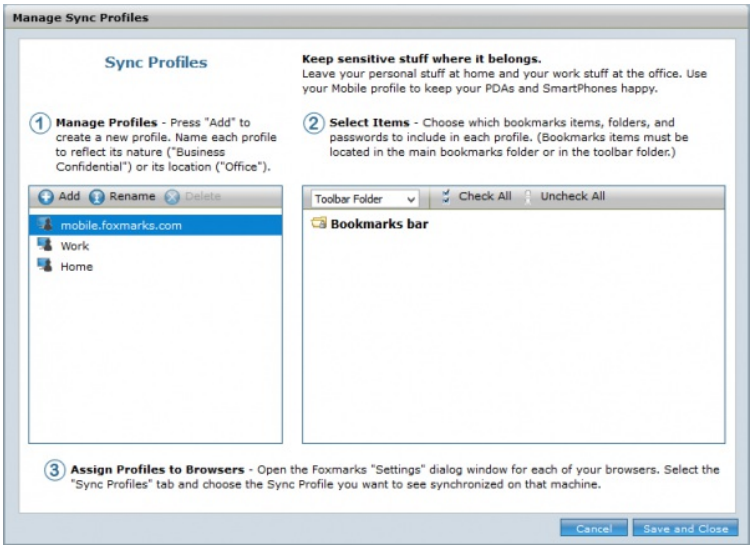
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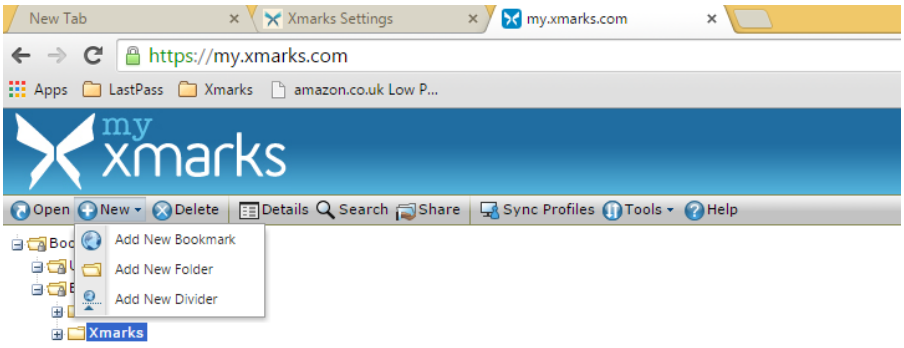
Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.

6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

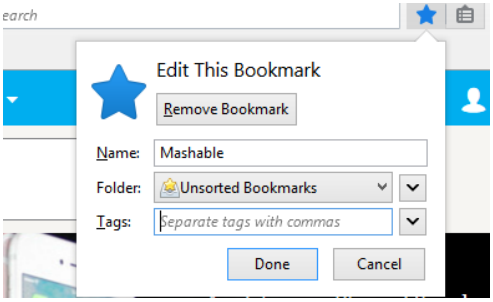
[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

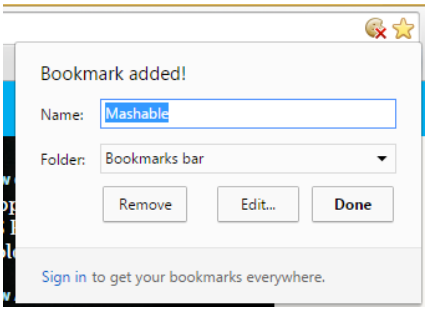
[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

1. Browse to the site you wish to bookmark.
2. On Firefox, double-click the greyed star in the toolbar to add the bookmark.



3. On Chrome, click the star icon within the address bar to add the bookmark.



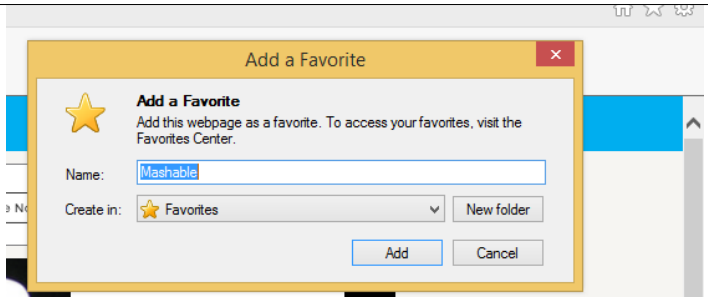
4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.
7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.
2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

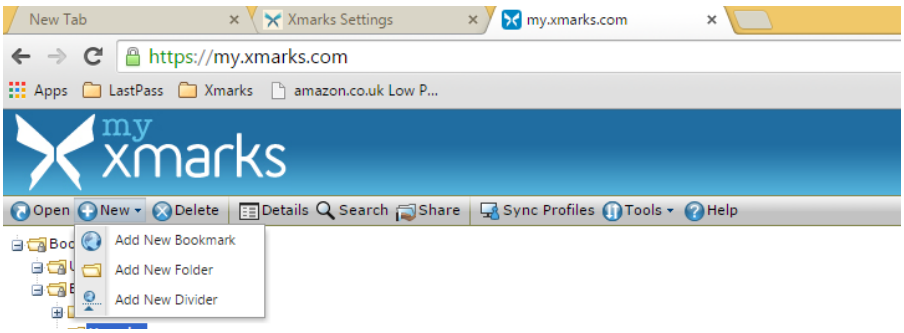
[/tab]
[/tabbed_section]

[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

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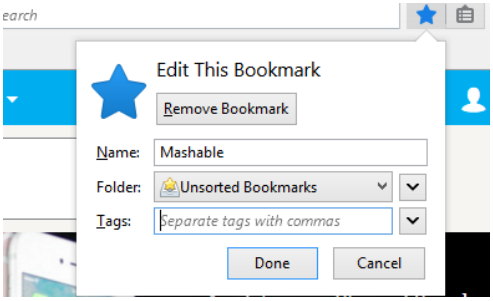

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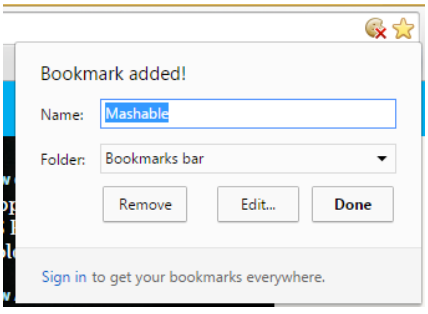

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7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.

9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
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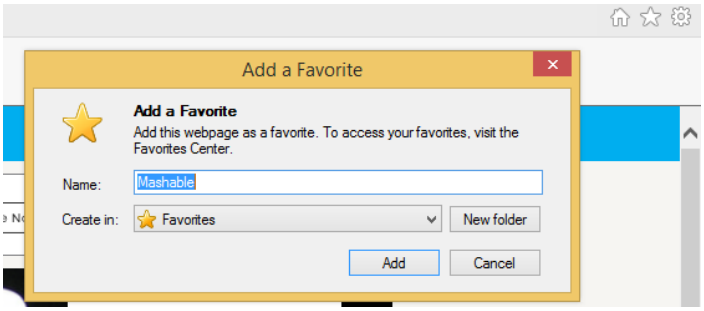
[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



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[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.
2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]
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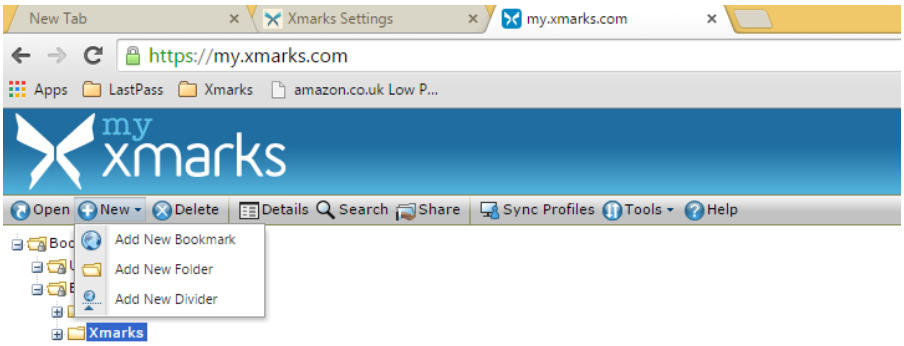
Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]

[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
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6. Clicking "Save" should change "Save" to "Saved".
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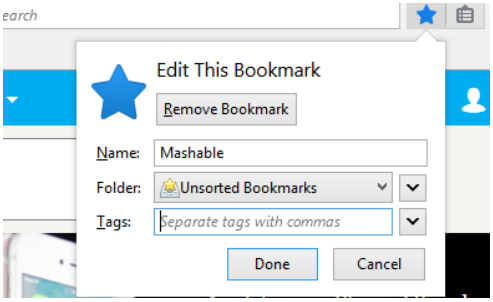

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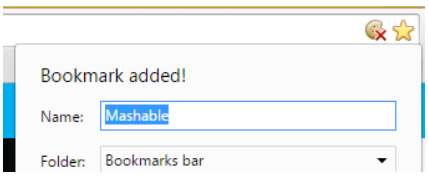

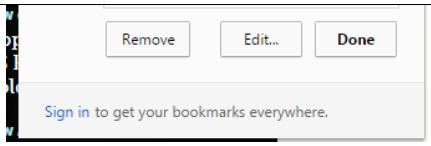

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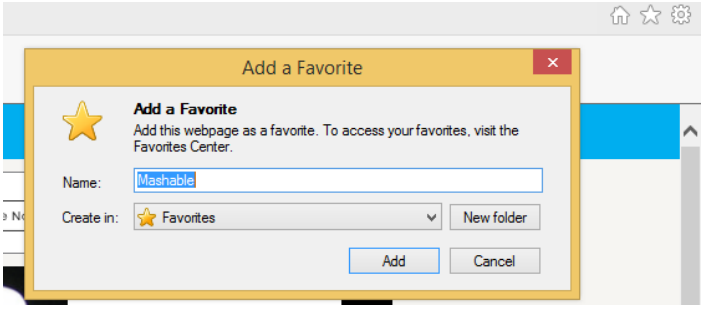

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Profiles

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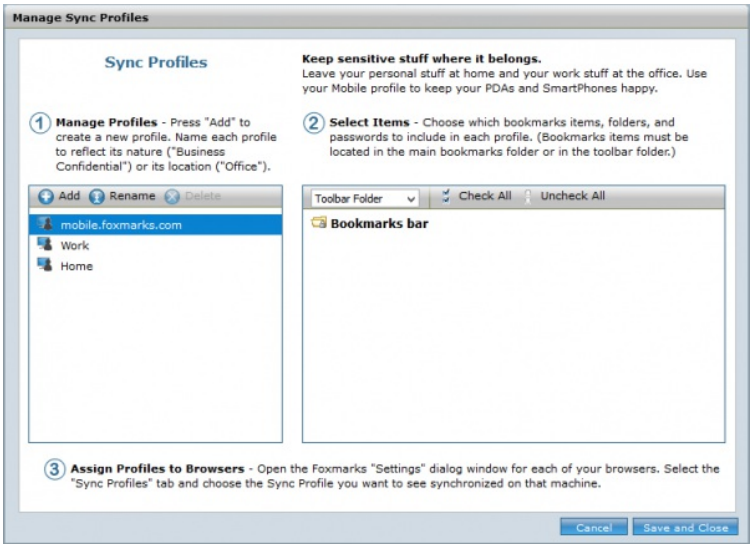
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6. Click "Save and Close".

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[/accordion-item]

[accordion-item title="Assign Profiles to Browsers" color="Accent-Color" id="h2"]

1. Within your desired browser, open Xmarks Settings: Xmarks icon > Xmarks Settings. For Internet Explorer and Safari, click on the Xmarks icon in the tray to open settings.
2. Select the "Profiles" tab (or click the Sync Profiles button if in IE).
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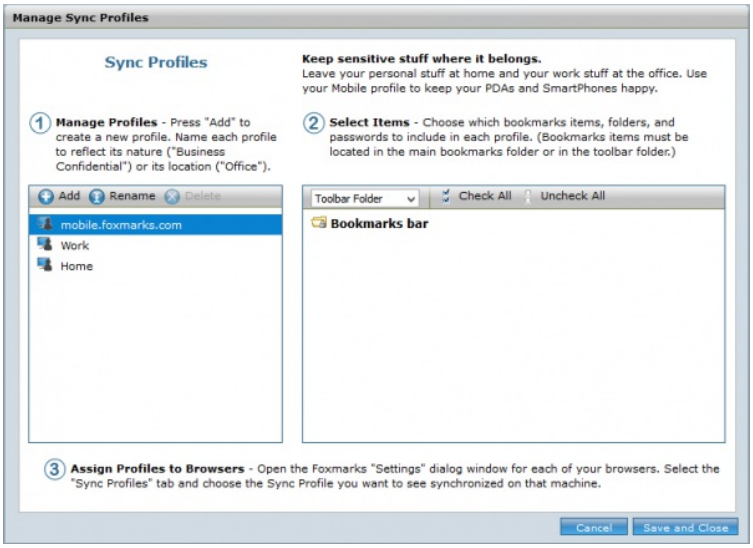
[accordion-item title="Profiles" id="h0"]

Keep sensitive data where it belongs. Leave your personal content at home and your work data at the office. Use your Mobile profile to keep your smartphone happy.

Go to **my.xmarks.com** to view and manage your profiles.

[/accordion-item]
[accordion-item title="Manage Profiles" id="h1"]


Manage Sync Profiles
Sync Profiles
Keep sensitive stuff where it belongs.
Leave your personal stuff at home and your work stuff at the office. Use your Mobile profile to keep your PDAs and SmartPhones happy.
1 Manage Profiles - Press "Add" to create a new profile. Name each profile to reflect its nature ("Business Confidential") or its location ("Office").
2 Select Items - Choose which bookmarks items, folders, and passwords to include in each profile. (Bookmarks items must be located in the main bookmarks folder or in the toolbar folder.)
Add
Rename
Delete
mobile.foxmarks.com
Work
Home
Toolbar Folder
Check All
Uncheck All
Bookmarks bar
3 Assign Profiles to Browsers - Open the Foxmarks "Settings" dialog window for each of your browsers. Select the "Sync Profiles" tab and choose the Sync Profile you want to see synchronized on that machine.
Cancel
Save and Close

1. Click "Sync Profiles". ﷺA pop up window should appear.
2. Click "Add" to create a new profile. Name each profile to reflect its nature or location. For example, "Work", "Home" or "Business Confidental". You can create up to six profiles: mobile.xmarks.com plus five other profiles. Note that the mobile profile is permanent and can not be deleted despite your premium status.
3. Once all profiles are created, select the profile you wish to manage in the left pane.
4. The right pane, by default, will list all bookmarks found in the Bookmarks Toolbar. Check and/or uncheck the bookmarks you wish to view while in this profile.
5. To access bookmarks found in the Bookmarks Folder, click the drop down menu to show the Bookmarks Menu. Check and/or uncheck the bookmarks you wish to view while in the profile.
6. Click "Save and Close".

***Note** that only top level folders can be selected to hide/show in profiles.
[/accordion-item]

[accordion-item title="Assign Profiles to Browsers" color="Accent-Color" id="h2"]

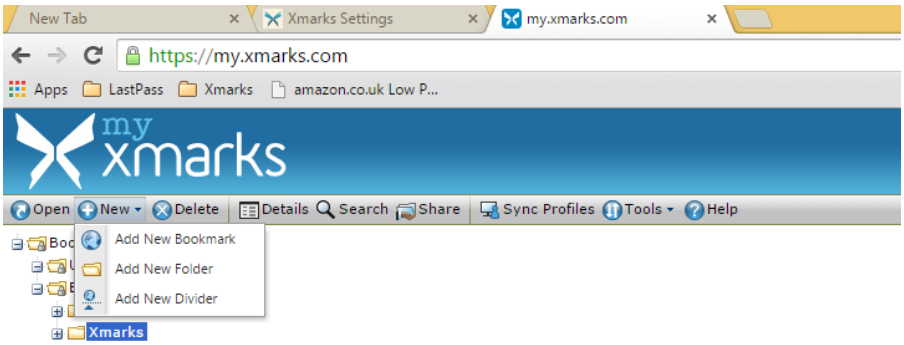
1. Within your desired browser, open Xmarks Settings: Xmarks icon > Xmarks Settings. For Internet Explorer and Safari, click on the Xmarks icon in the tray to open settings.
2. Select the "Profiles" tab (or click the Sync Profiles button if in IE).
3. By default, Xmarks does not work under a specific profile (<none>) so all bookmarks will appear. Click, "Change".
4. Xmarks will prompt you to login again.
5. A "Change Sync Profile" pop-up will appear. Select the profile you wish to use from the drop down list.
6. Click, "OK" to save or "Cancel" to exit.

[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

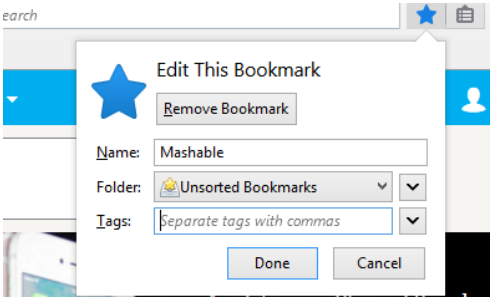
[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

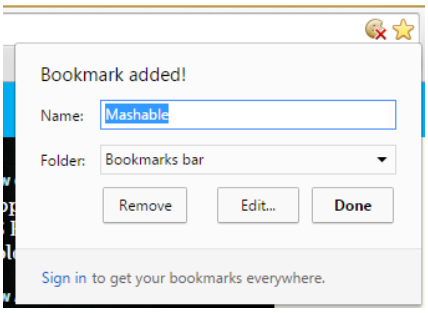
[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

1. Browse to the site you wish to bookmark.
2. On Firefox, double-click the greyed star in the toolbar to add the bookmark.



3. On Chrome, click the star icon within the address bar to add the bookmark.



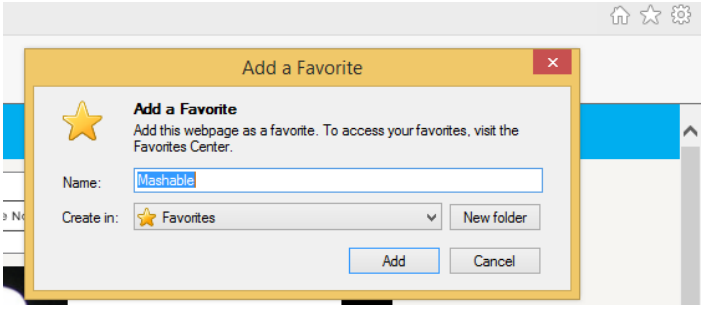
4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.

5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.

6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.

7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.

2. Click "Bookmarks" located in the Safari Toolbar.

3. Select "Add Bookmark" in the drop-down menu.

4. A pop-up will display your bookmark details.

5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.

6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).

7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]
[/tabbed_section]

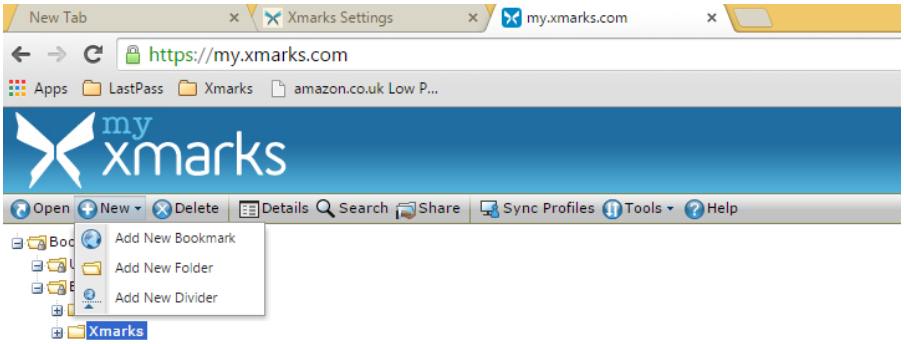
[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.

2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

1. Browse to the site you wish to bookmark.
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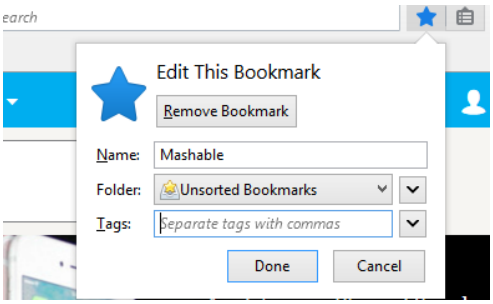
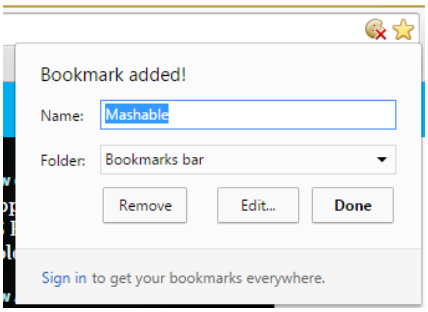


3. On Chrome, click the star icon within the address bar to add the bookmark.



4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

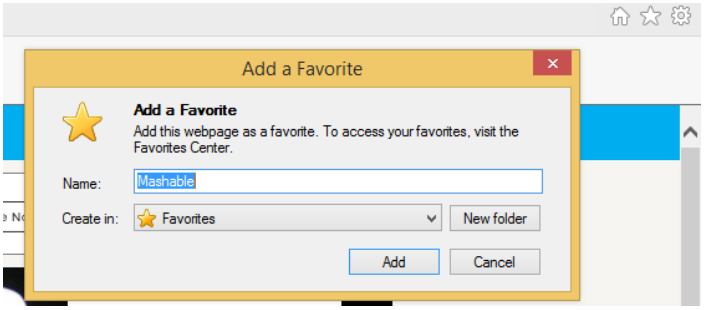
[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.

2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)

3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.

5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.

6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.

7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.

2. Click "Bookmarks" located in the Safari Toolbar.

3. Select "Add Bookmark" in the drop-down menu.

4. A pop-up will display your bookmark details.

5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.

6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).

7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]
[/tabbed_section]

[/accordion-item]
[/accordion]

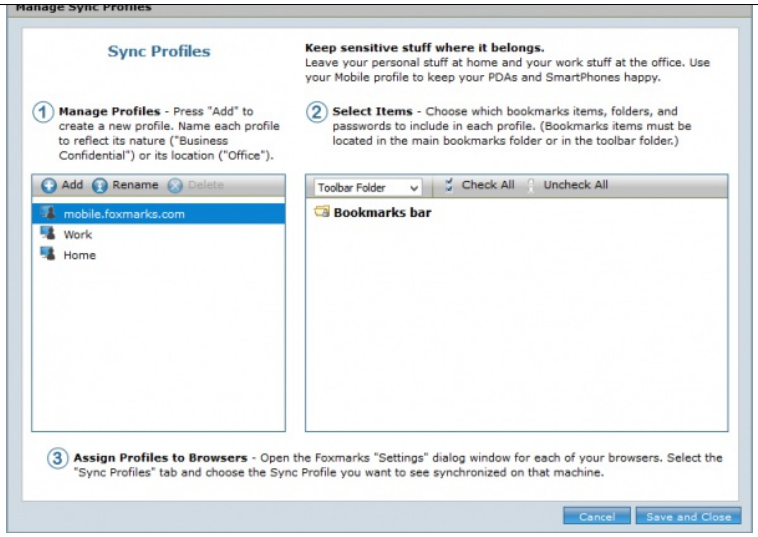
Profiles

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Profiles" id="h0"]

Keep sensitive data where it belongs. Leave your personal content at home and your work data at the office. Use your Mobile profile to keep your smartphone happy.

Go to **my.xmarks.com** to view and manage your profiles.

[/accordion-item]
[accordion-item title="Manage Profiles" id="h1"]


Manage Sync Profiles
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1 Manage Profiles - Press "Add" to create a new profile. Name each profile to reflect its nature ("Business Confidential") or its location ("Office").
2 Select Items - Choose which bookmarks items, folders, and passwords to include in each profile. (Bookmarks items must be located in the main bookmarks folder or in the toolbar folder.)
Add
Rename
Delete
mobile.foxmarks.com
Work
Home
Toolbar Folder
Check All
Uncheck All
Bookmarks bar
3 Assign Profiles to Browsers - Open the Foxmarks "Settings" dialog window for each of your browsers. Select the "Sync Profiles" tab and choose the Sync Profile you want to see synchronized on that machine.
Cancel
Save and Close

1. Click "Sync Profiles". ﷺA pop up window should appear.
2. Click "Add" to create a new profile. Name each profile to reflect its nature or location. For example, "Work", "Home" or "Business Confidental". You can create up to six profiles: mobile.xmarks.com plus five other profiles. Note that the mobile profile is permanent and can not be deleted despite your premium status.
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4. The right pane, by default, will list all bookmarks found in the Bookmarks Toolbar. Check and/or uncheck the bookmarks you wish to view while in this profile.
5. To access bookmarks found in the Bookmarks Folder, click the drop down menu to show the Bookmarks Menu. Check and/or uncheck the bookmarks you wish to view while in the profile.
6. Click "Save and Close".

*__Note__ that only top level folders can be selected to hide/show in profiles.
[/accordion-item]

[accordion-item title="Assign Profiles to Browsers" color="Accent-Color" id="h2"]

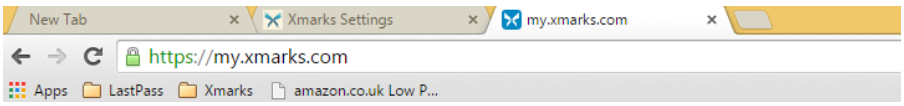
1. Within your desired browser, open Xmarks Settings: Xmarks icon > Xmarks Settings. For Internet Explorer and Safari, click on the Xmarks icon in the tray to open settings.
2. Select the "Profiles" tab (or click the Sync Profiles button if in IE).
3. By default, Xmarks does not work under a specific profile (<none>) so all bookmarks will appear. Click, "Change".
4. Xmarks will prompt you to login again.
5. A "Change Sync Profile" pop-up will appear. Select the profile you wish to use from the drop down list.
6. Click, "OK" to save or "Cancel" to exit.

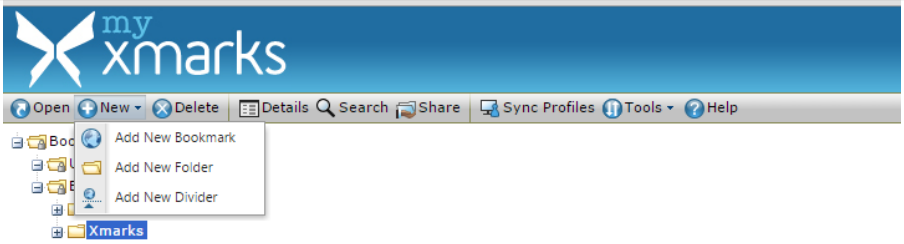
[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).





3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

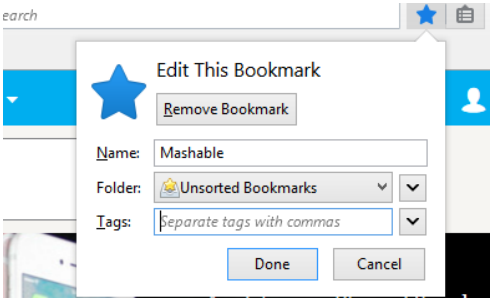
[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

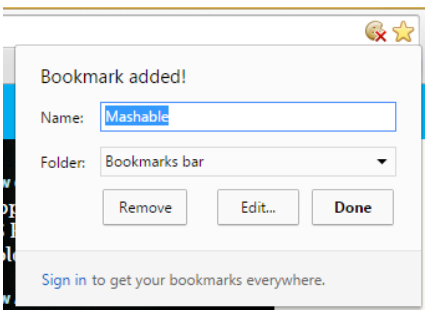
[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

1. Browse to the site you wish to bookmark.
2. On Firefox, double-click the greyed star in the toolbar to add the bookmark.



3. On Chrome, click the star icon within the address bar to add the bookmark.



4. The "Edit this Bookmark" pop-up will appear and display the bookmark's details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.

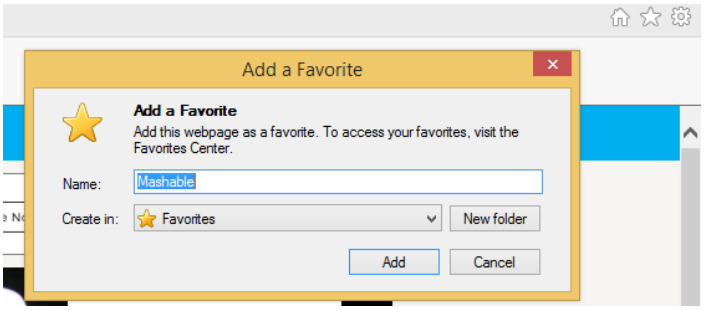
6. The bookmark will be saved to the "Unsorted Bookmark Folder" by default. Click the first down arrow to display a drop-down menu of suggested folders and most recently used folders. Click the second down arrow to display all folders or to create a new folder for this bookmark.
7. Enter tags into the text field or click the down arrow for a list of recently used tags.
8. Click on the stars to rate this bookmark.
9. Select "Done" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.
7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.
2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

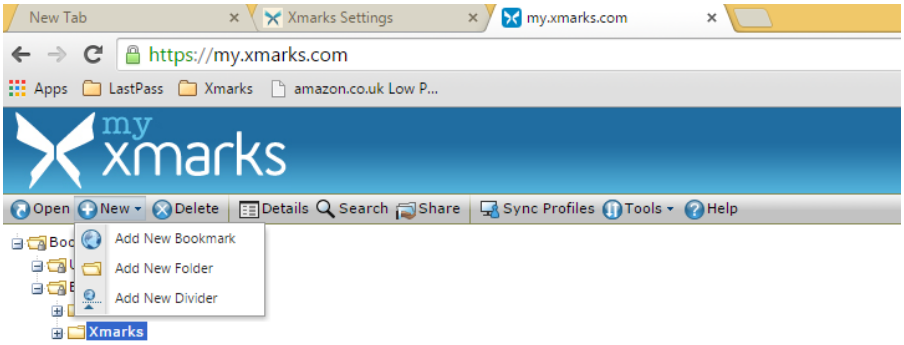
[/tabbed_section]

[/accordion-item]
[/accordion]

Add a Bookmark

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Add a Bookmark Directly to the Server" id="h0"]

1. Go to **my.xmarks.com**.
2. Click "New" (located in the menu bar).



3. Choose between: bookmark or folder.
4. The "Bookmark Details" pop-up will appear.
5. Enter the bookmark or folder name, location, keywords, a brief description and tags.
6. Clicking "Save" should change "Save" to "Saved".
7. Close the pop-up by clicking the "x".

After you've added the bookmark to the server, be sure to **sync or download** to push the changes to your other devices.

[/accordion-item]

[accordion-item title= "Add a Bookmark Using your Browser's Bookmark Manager" id="h1"]

[tabbed_section] [tab title="In Firefox and Chrome" id="t1"]

In Firefox and Chrome

1. Browse to the site you wish to bookmark.
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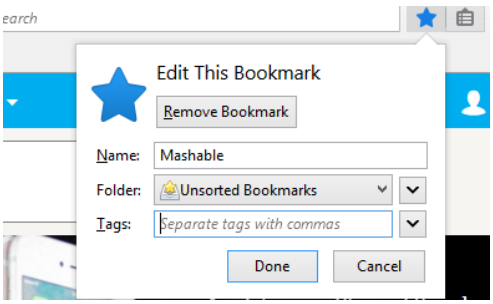
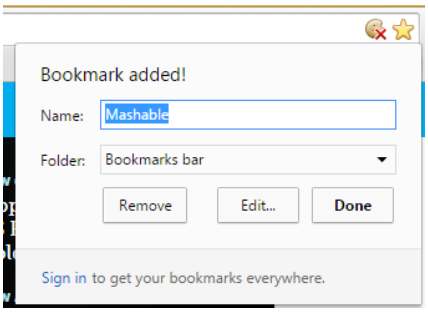


3. On Chrome, click the star icon within the address bar to add the bookmark.



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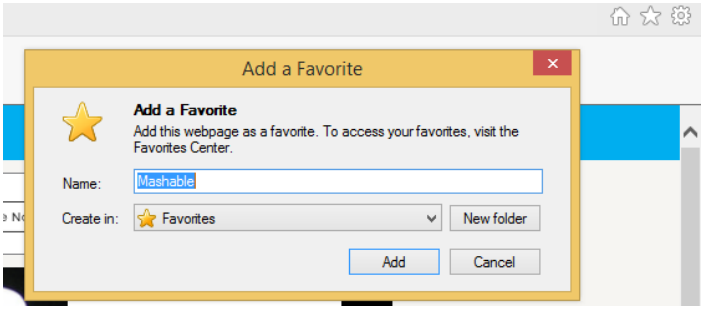
After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.
[/tab]

[tab title="In Internet Explorer" id="t2"]

In Internet Explorer

1. Browse to the site you wish to bookmark. Note that in Internet Explorer, bookmarks are called Favorites.
2. Click "Favorites" in the Favorites Bar. (If you don't see Favorites, right-click over the Menu Bar to enable the "Favorite Bar".)
3. A list of your bookmarks will appear. Click "Add to Favorites".



4. The "Add a Favorite" pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the text field to edit the bookmark's name.
6. The "Create in:" field selects the "Favorites" folder by default. To change the folder, select the down arrow or click "New Folder" to create a new folder for this bookmark.
7. Select "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]

[tab title="In Safari" id="t3"]

In Safari

1. Browse to the site you wish to bookmark.

2. Click "Bookmarks" located in the Safari Toolbar.
3. Select "Add Bookmark" in the drop-down menu.
4. A pop-up will display your bookmark details.
5. The bookmark's name will automatically fill. Select the highlighted text to edit the bookmark's name.
6. By default, the bookmark will be listed under "Top Sites". To change the folder, select the arrows (located to the right of the text field).
7. Click "Add" to save the bookmark or "Cancel" to close without saving.

After you've added the bookmark to your browser's bookmark manager, be sure to **sync or upload** to push the changes to your other devices.

[/tab]
[/tabbed_section]

[/accordion-item]
[/accordion]

Bookmark Sync

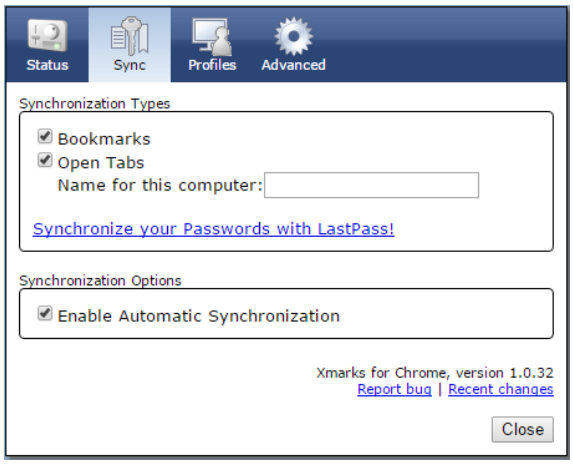
[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

Xmarks automatically synchronizes any of your bookmarks across all your browsers, computers, smartphones and tablets. Install it on every supported device that you use and it will work seamlessly in the background.

[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

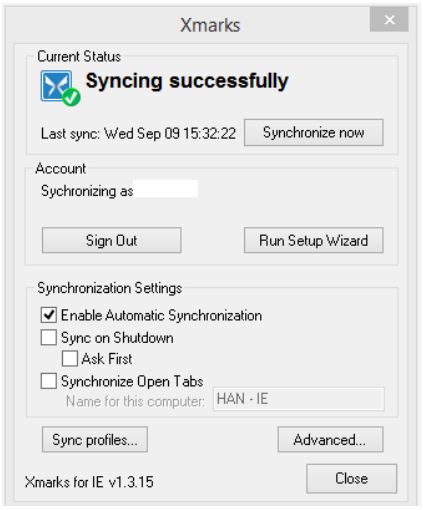
By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.

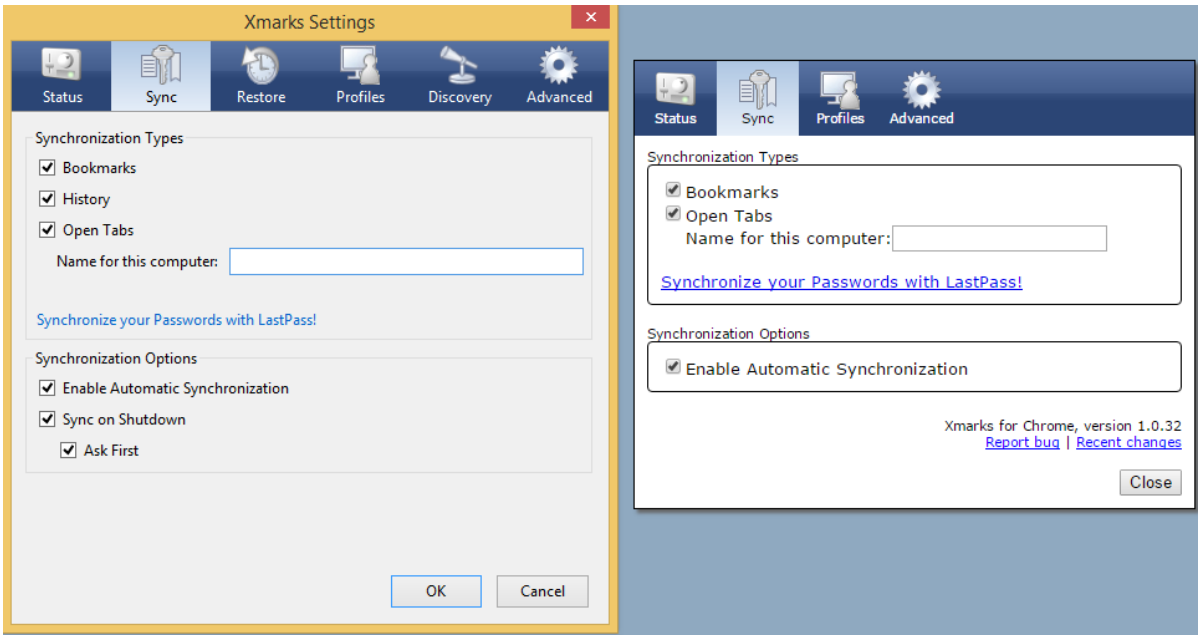


For Internet Explorer:

1. Click the Xmarks icon in the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. You can sync history in addition to bookmarks and open tabs. Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.

6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
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Bookmark Sync

[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

Xmarks automatically synchronizes any of your bookmarks across all your browsers, computers, smartphones and tablets. Install it on every supported device that you use and it will work seamlessly in the background.

[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

1. Click the Xmarks icon on the browser toolbar.
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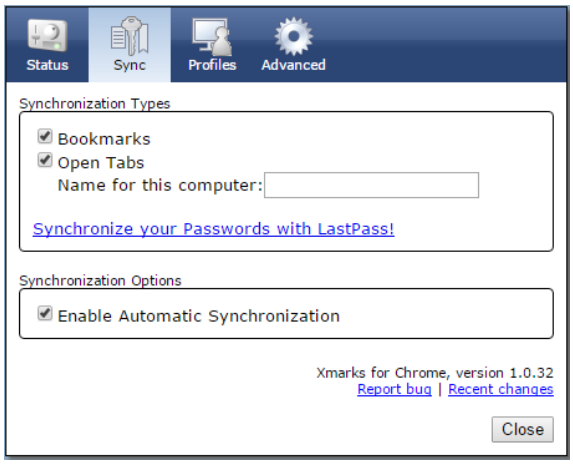
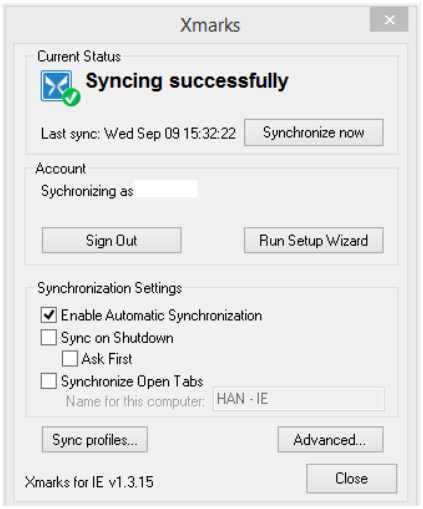
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.

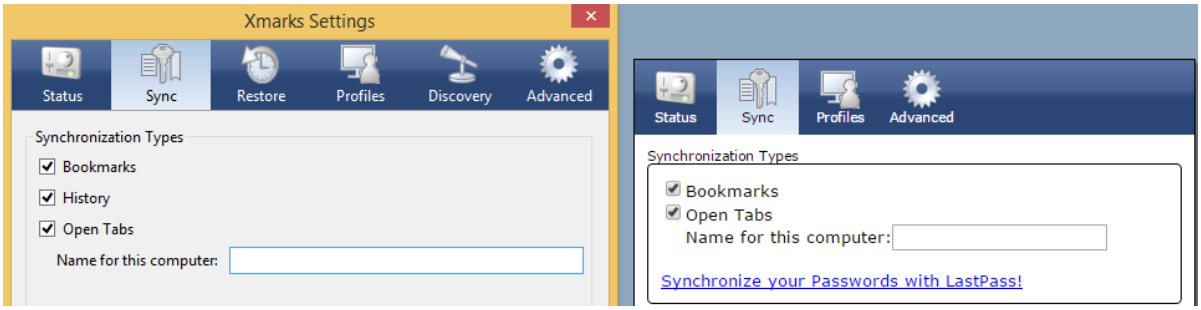


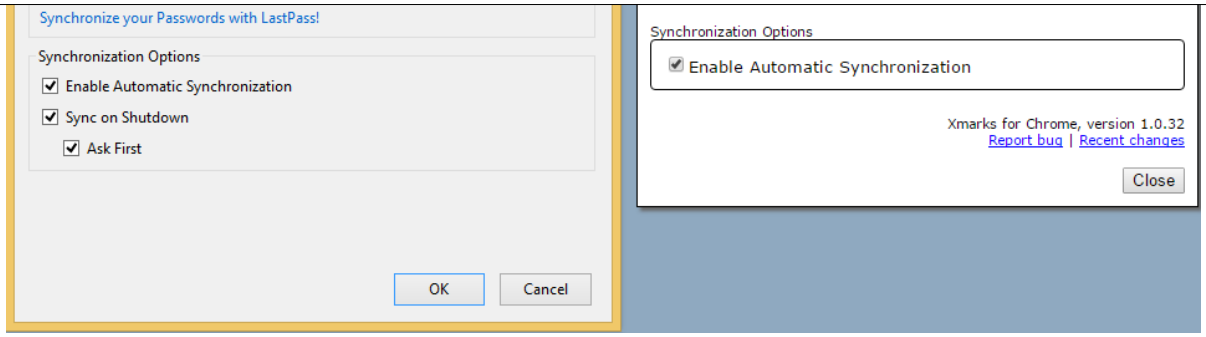
For Internet Explorer:

1. Click the Xmarks icon ﷺin the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. ﷺYou can sync history in addition to bookmarks and open tabs. ﷺBoth features are not currently available on other browsers.





[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

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2. Xmarks Settings will appear.
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5. Select "OK" in the pop-up message to confirm the upload.
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[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

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[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

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[/accordion]

Bookmark Sync

[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

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[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

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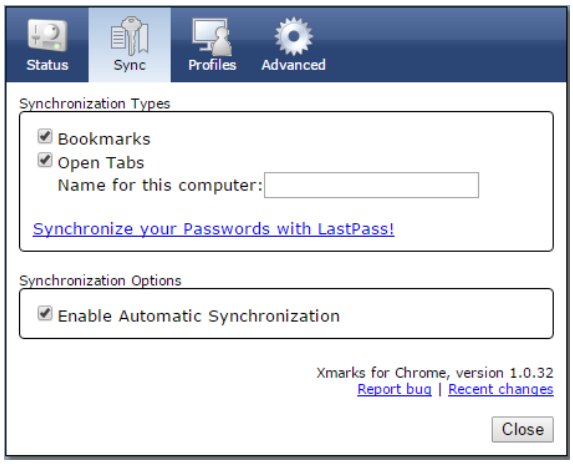
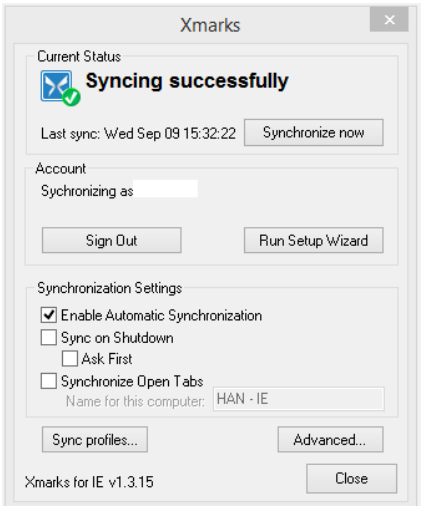
5. Click "OK" to save your change.



For Internet Explorer:

1. Click the Xmarks icon in the system tray.
2. Xmarks Settings will appear.

3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



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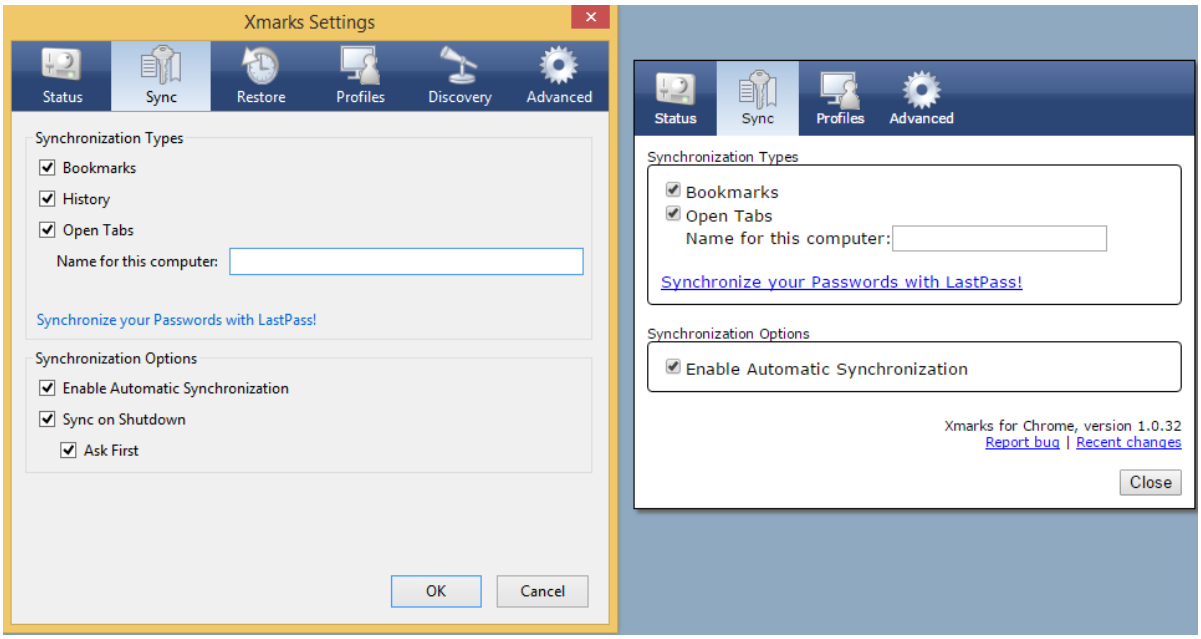


[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.

4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
[/accordion]

Bookmark Sync

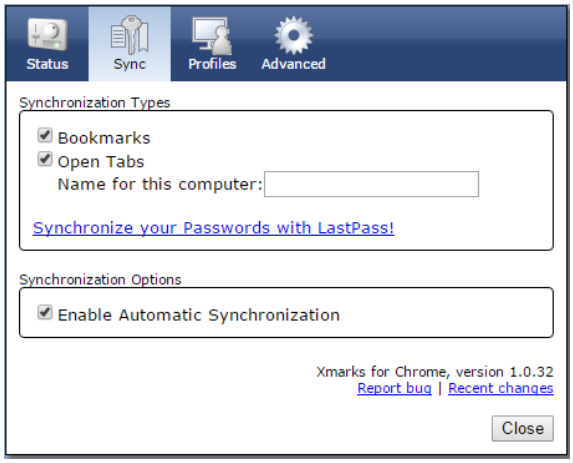
[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

Xmarks automatically synchronizes any of your bookmarks across all your browsers, computers, smartphones and tablets. Install it on every supported device that you use and it will work seamlessly in the background.

[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

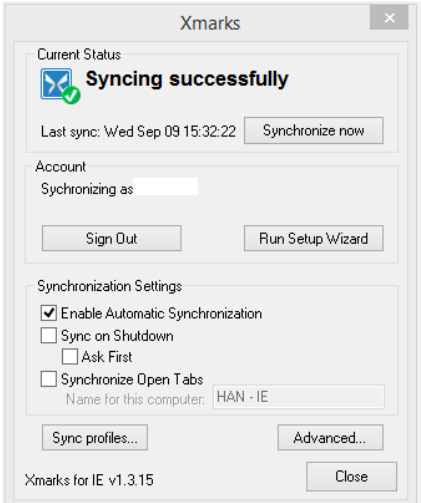
By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.

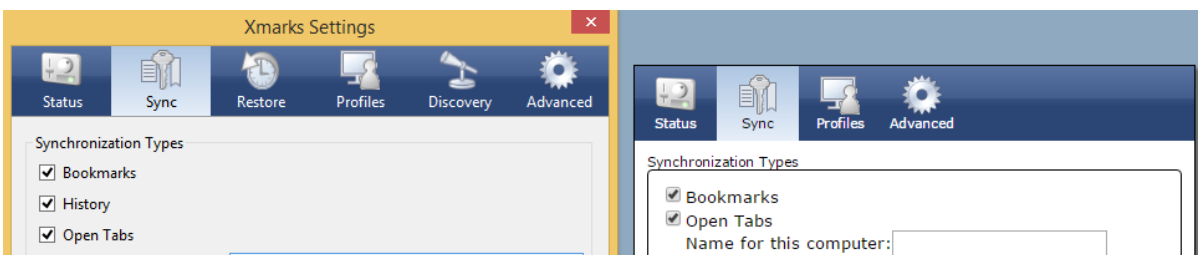


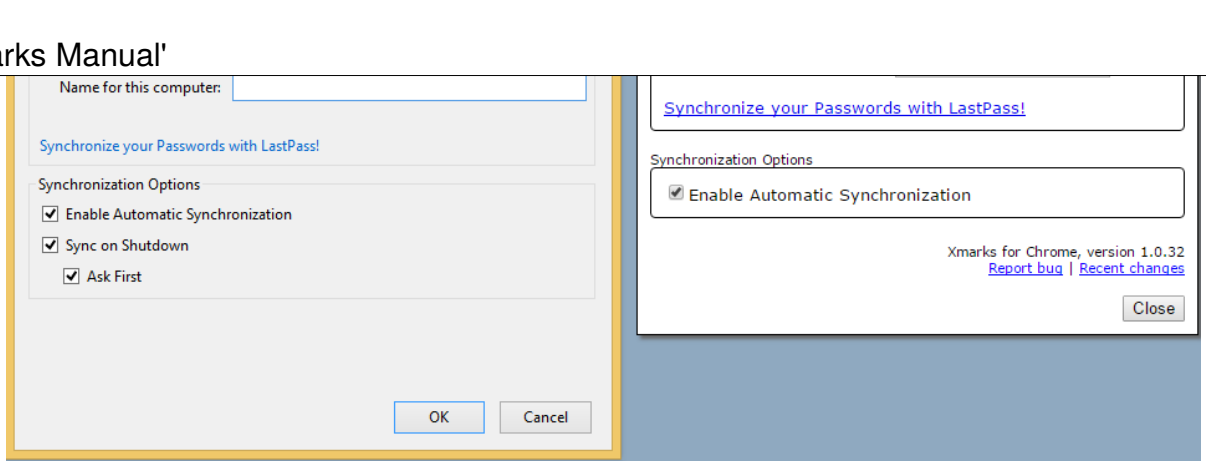
For Internet Explorer:

1. Click the Xmarks icon in the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. You can sync history in addition to bookmarks and open tabs. Both features are not currently available on other browsers.





[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
[/accordion]

Bookmark Sync

[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

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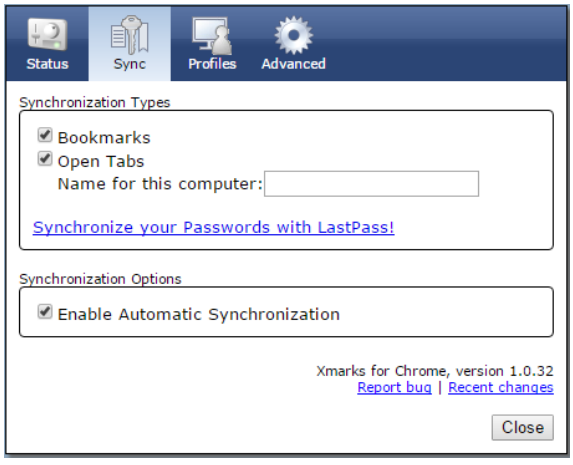
[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

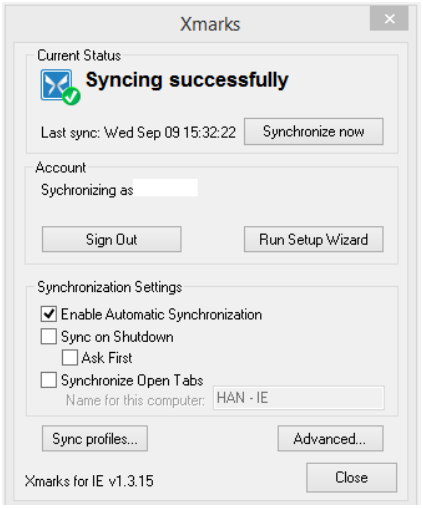
1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.



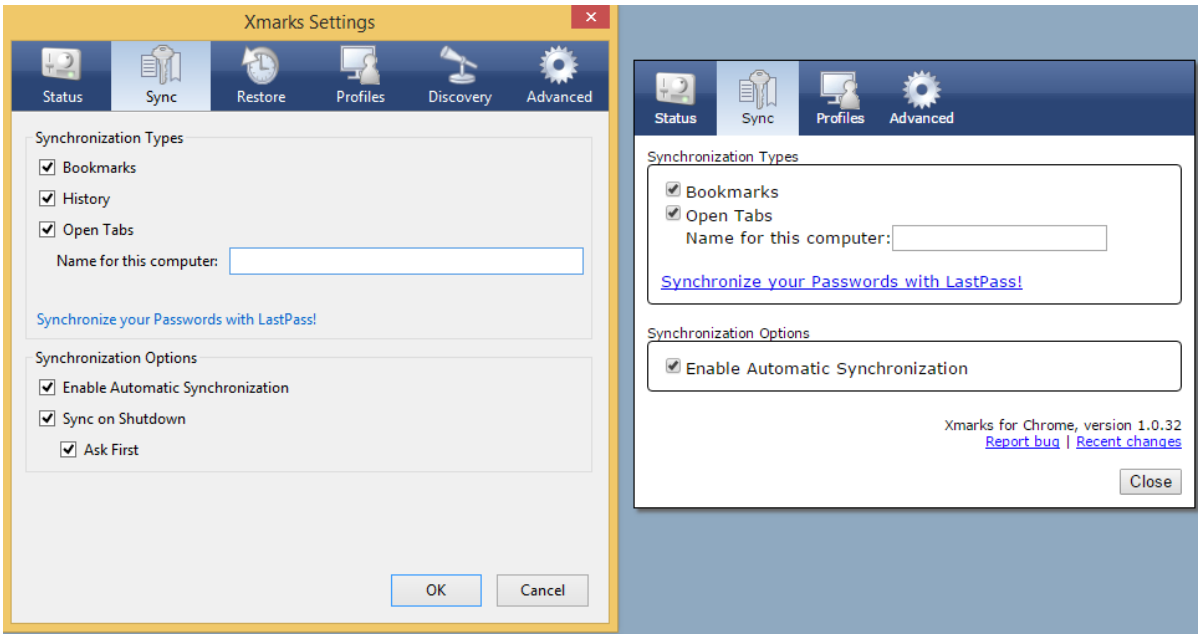
For Internet Explorer:

1. Click the Xmarks icon ﷺin the system tray.

2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. You can sync history in addition to bookmarks and open tabs. Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.

3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
[/accordion]

Bookmark Sync

[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

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[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

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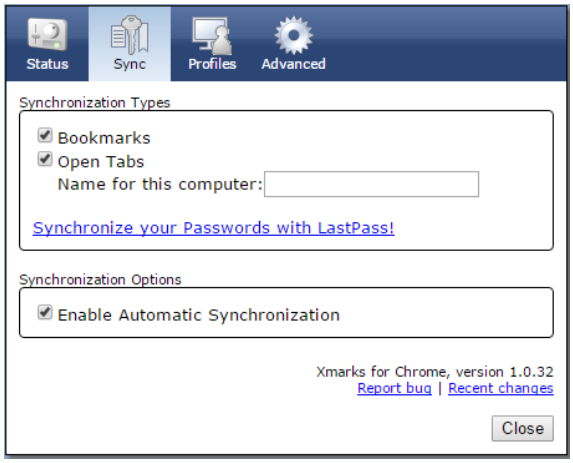

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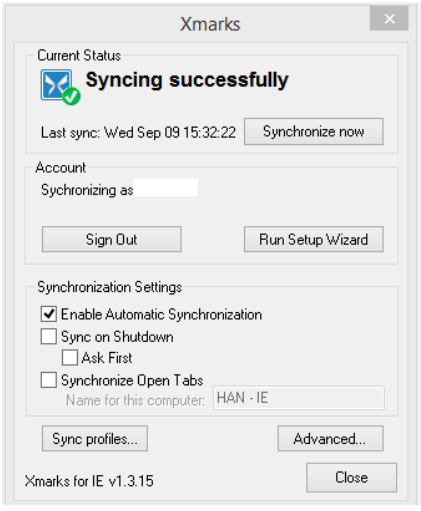
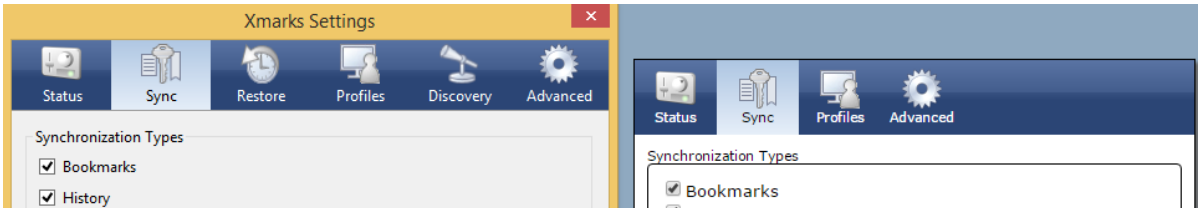
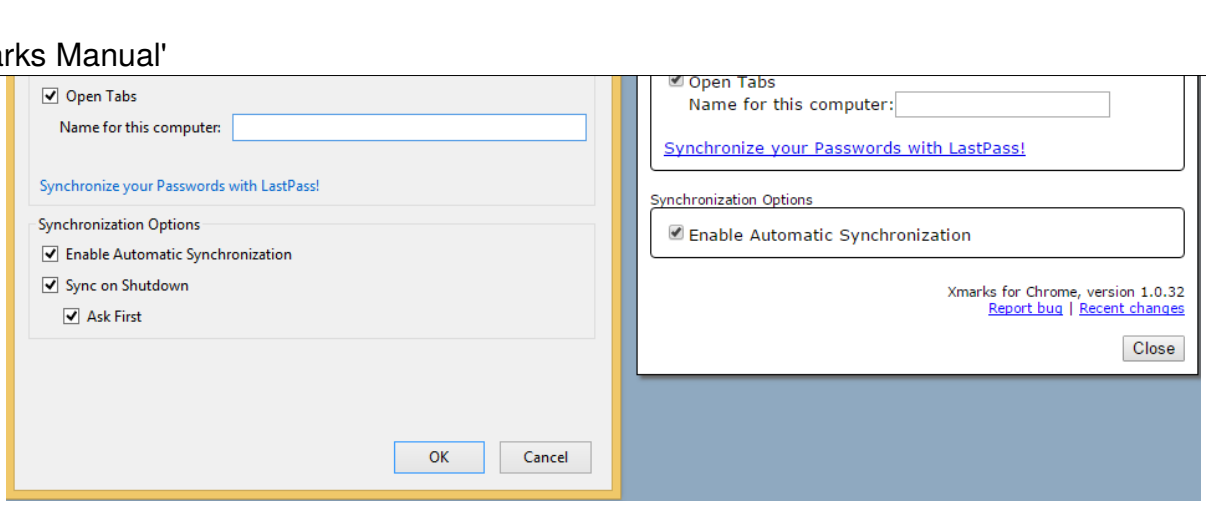


In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. You can sync history in addition to bookmarks and open tabs. Both features are not currently available on other browsers.





[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

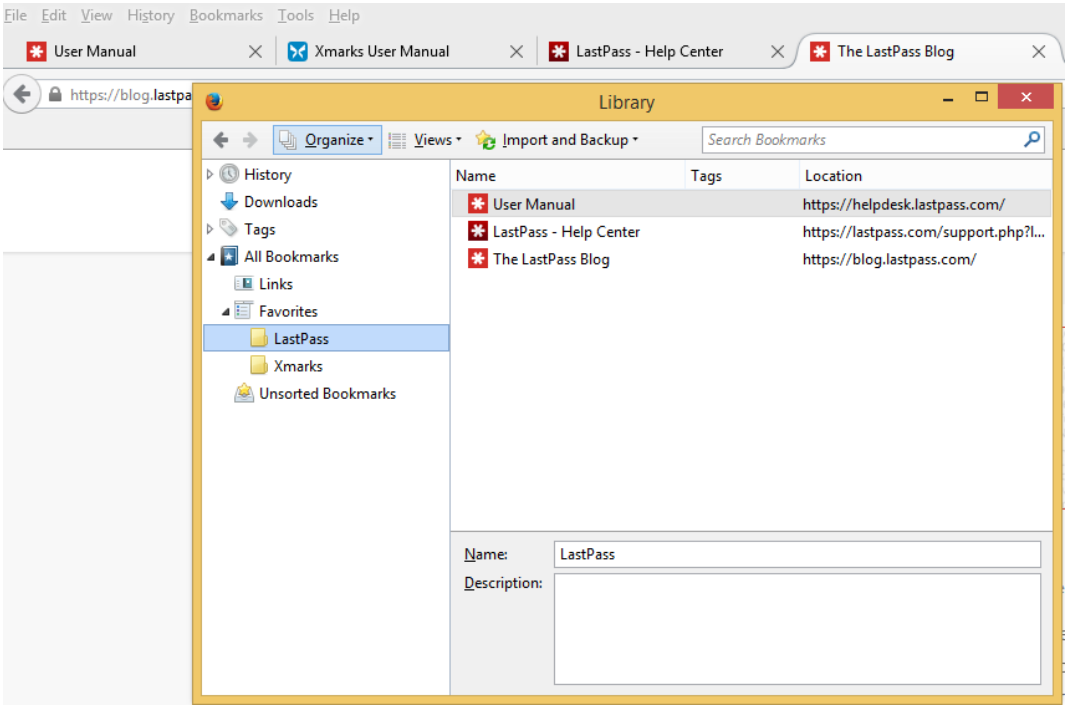
[/accordion-item]
[/accordion]

Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color" id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

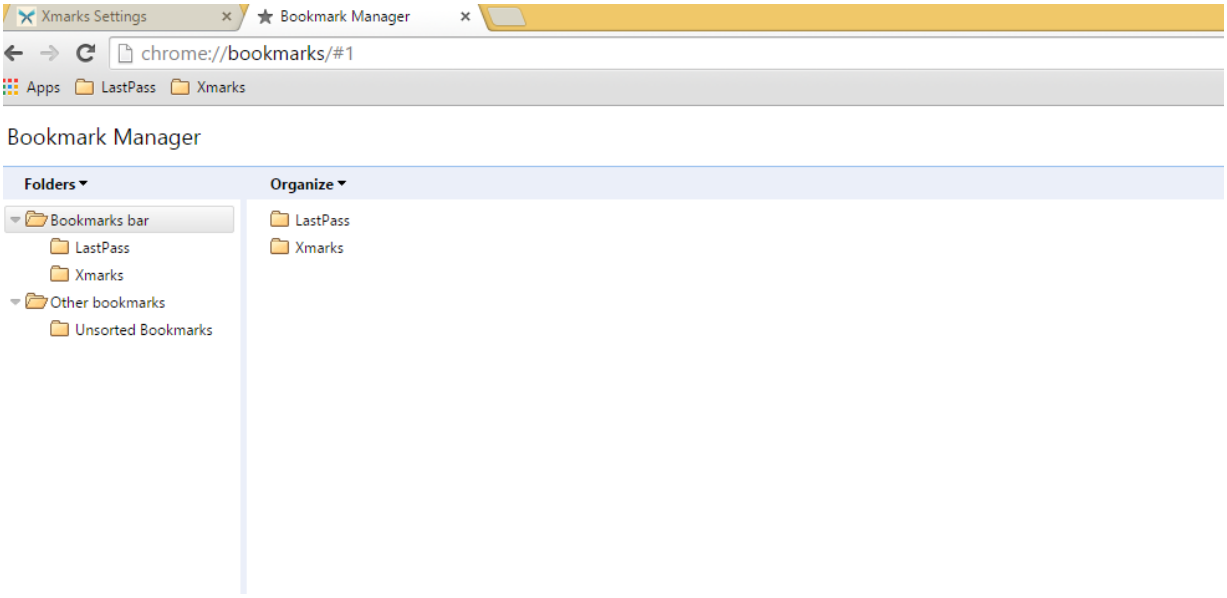
1. Select the "Firefox" menu.
2. Click "Bookmarks".
3. Select "Show All Bookmarks" or use the hotkey Ctrl+Shift+B.
4. The bookmark manager window will open. Select a folder to reorder and click "Views".
5. Click "Sort" and select how you'd like to reorder your bookmarks.



[/tab]

[tab title="Chrome" id="t2"]

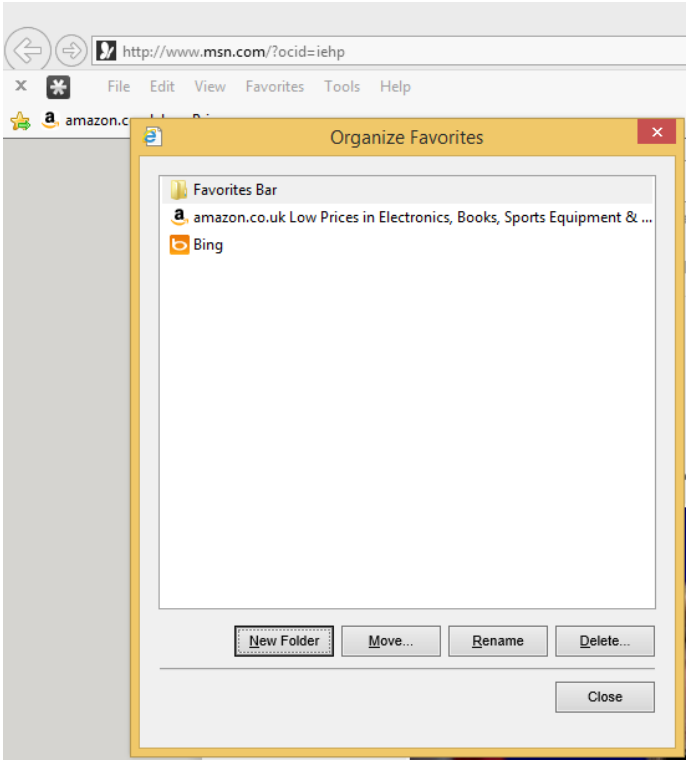
1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
4. Click the down arrow next to Organize.
5. Click "Reorder by Title".



[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.
4. Click "Sort by Name".



[/tab]

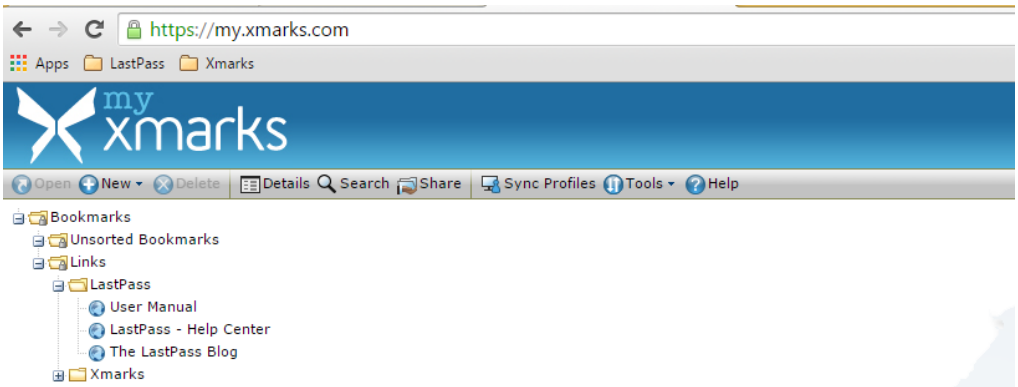
[tab title="Safari" id="t4"]

Bookmarks will always appear in alphabetical order within the browser. To view all bookmarks, click Bookmarks on the menu and select Show Bookmarks option.

[/tab]
[/tabbed_section]
[/accordion-item]

[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

On the server at **my.xmarks.com**, reorganize your bookmarks manually and individually. Only one bookmark can be reordered or edited at a time.



Once you've reorganized your bookmarks, whether within your browser or on the server, be sure to **sync your bookmarks** to see the changes on all devices.

[/accordion-item]
[/accordion]

Bookmark Sync

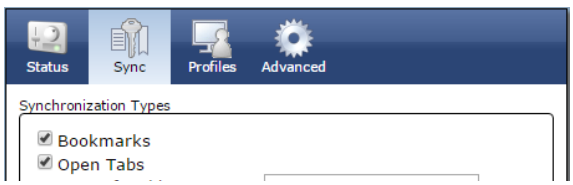
[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

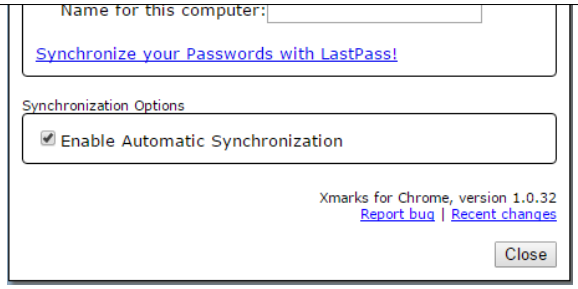
Xmarks automatically synchronizes any of your bookmarks across all your browsers, computers, smartphones and tablets. Install it on every supported device that you use and it will work seamlessly in the background.

[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

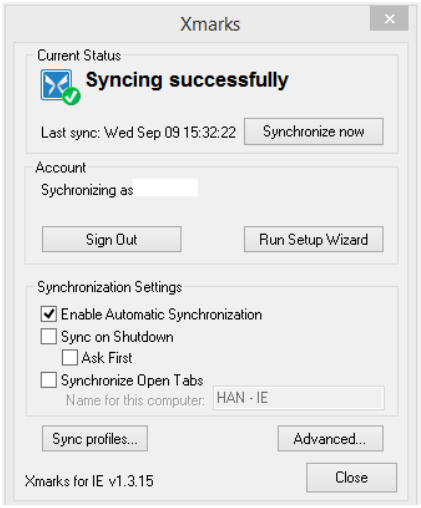
1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.



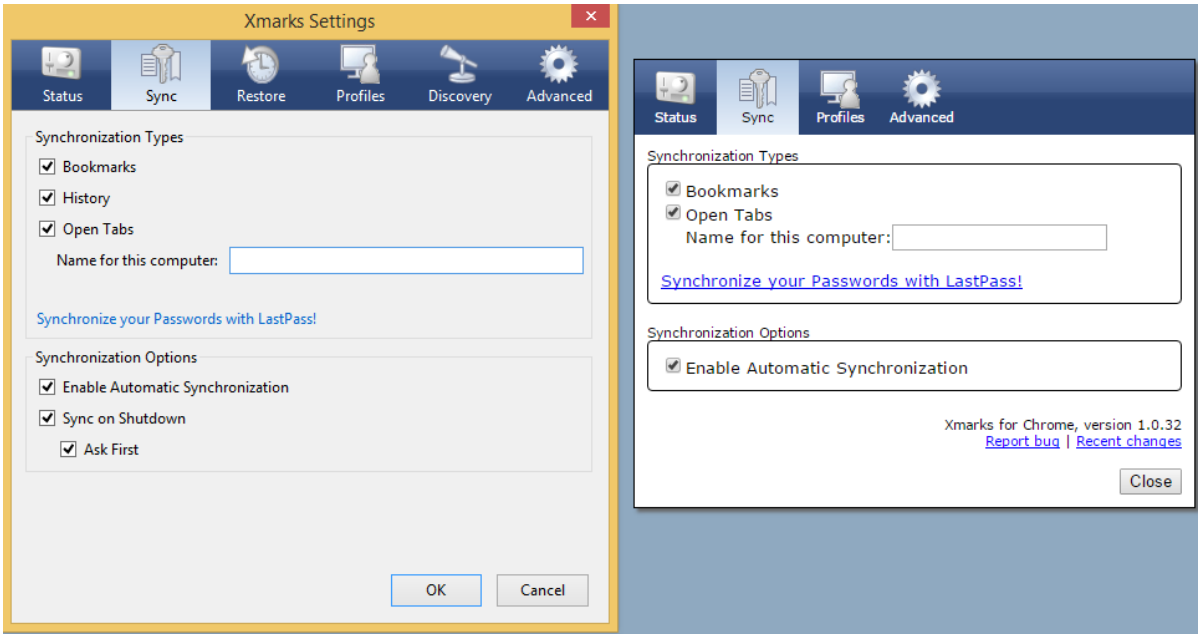


For Internet Explorer:

1. Click the Xmarks icon in the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. You can sync history in addition to bookmarks and open tabs. Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
[/accordion]

Bookmark Sync

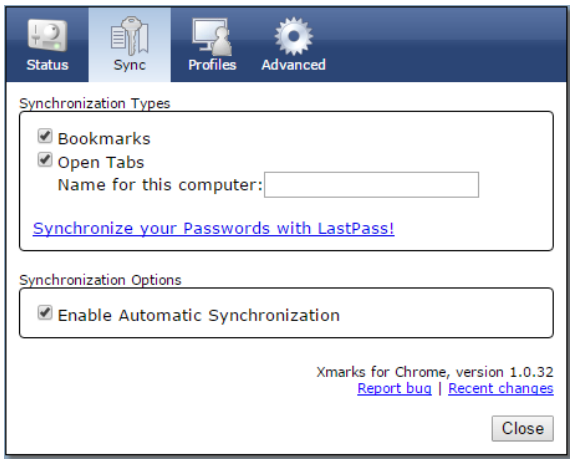
[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

Xmarks automatically synchronizes any of your bookmarks across all your browsers, computers, smartphones and tablets. Install it on every supported device that you use and it will work seamlessly in the background.

[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

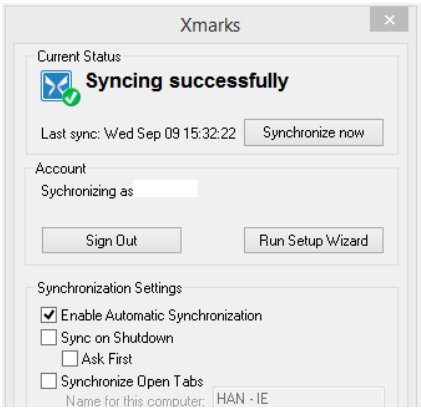
By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.

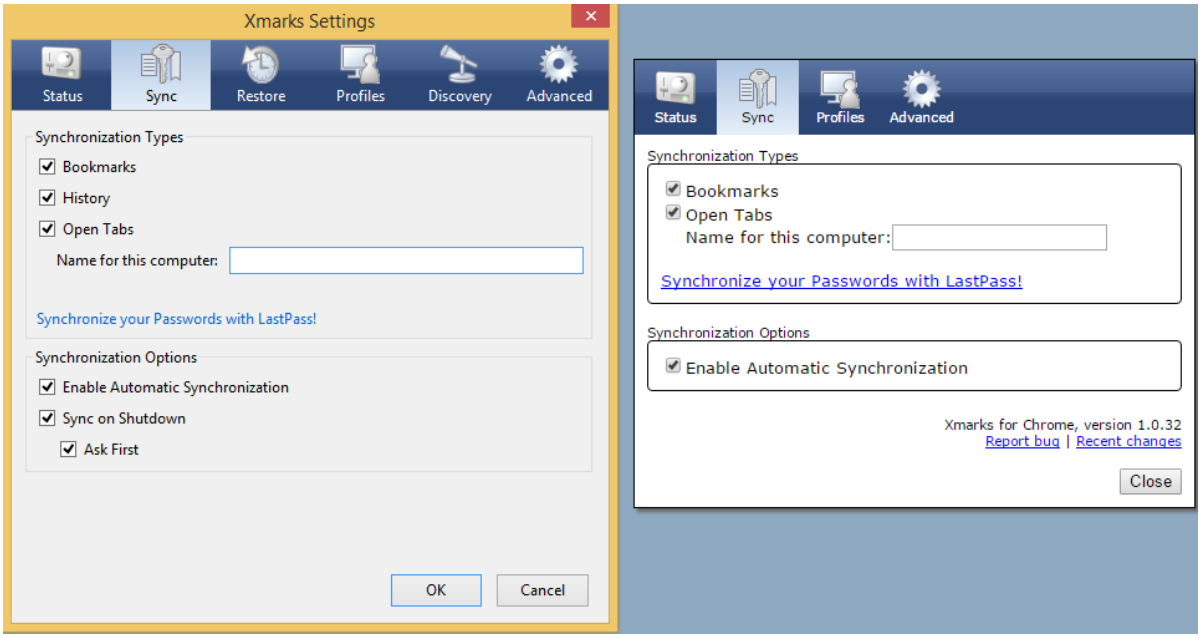


For Internet Explorer:

1. Click the Xmarks icon ﷺin the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. You can sync history in addition to bookmarks and open tabs. Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
[/accordion]

Bookmark Sync

[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

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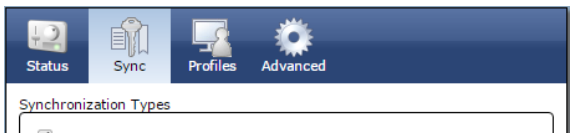
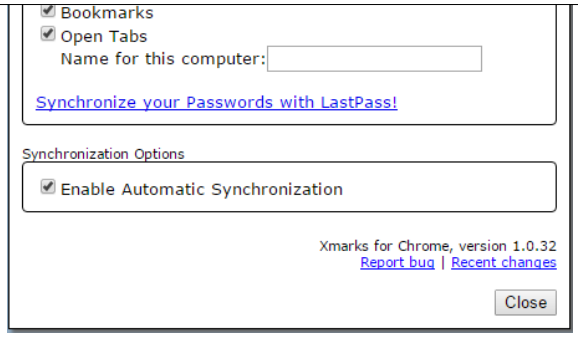
[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

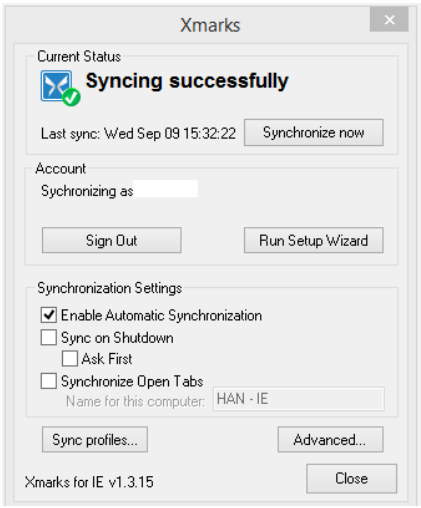
1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.



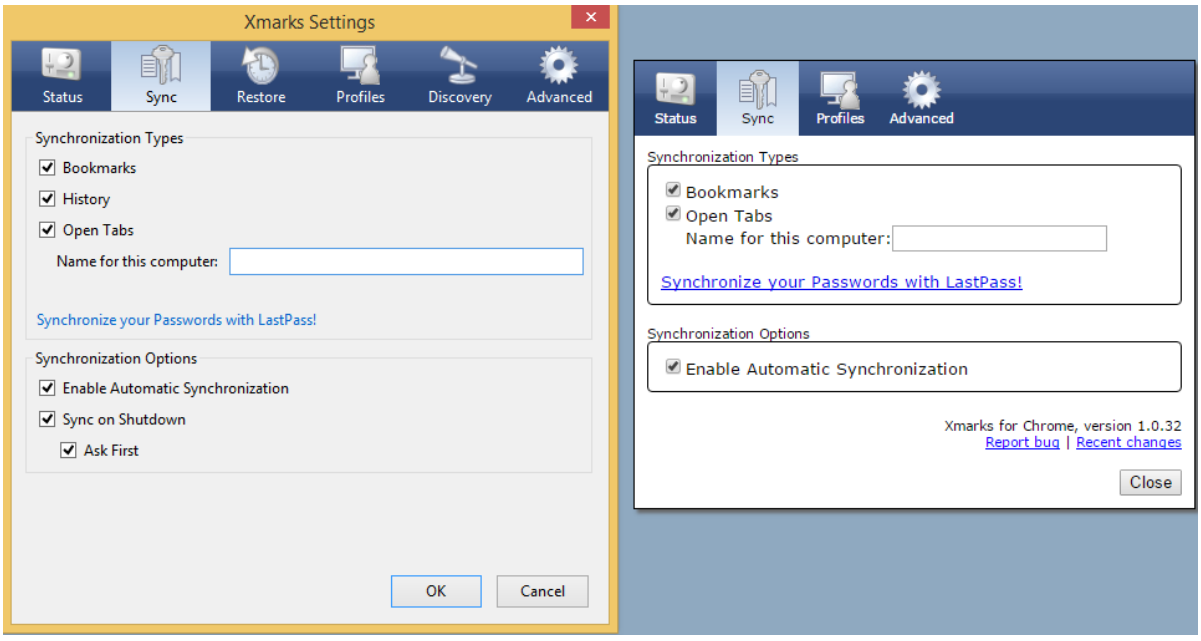


For Internet Explorer:

1. Click the Xmarks icon ﷿in the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. ﷿You can sync history in addition to bookmarks and open tabs. ﷿Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
[/accordion]

Bookmark Sync

[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

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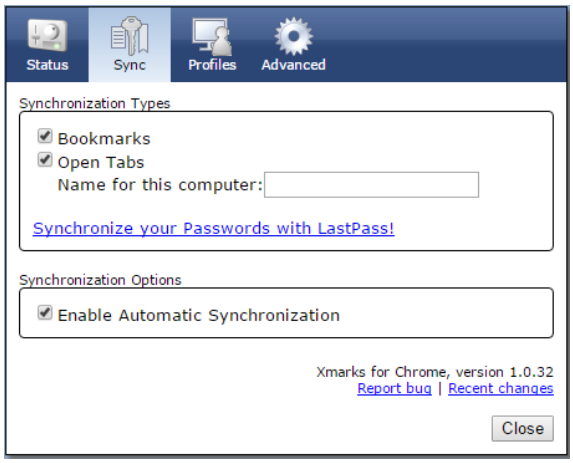
[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

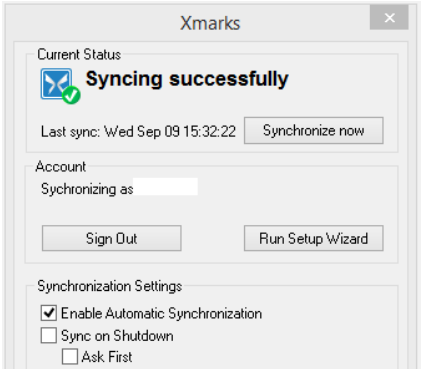
By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

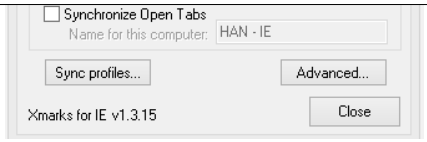
1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.



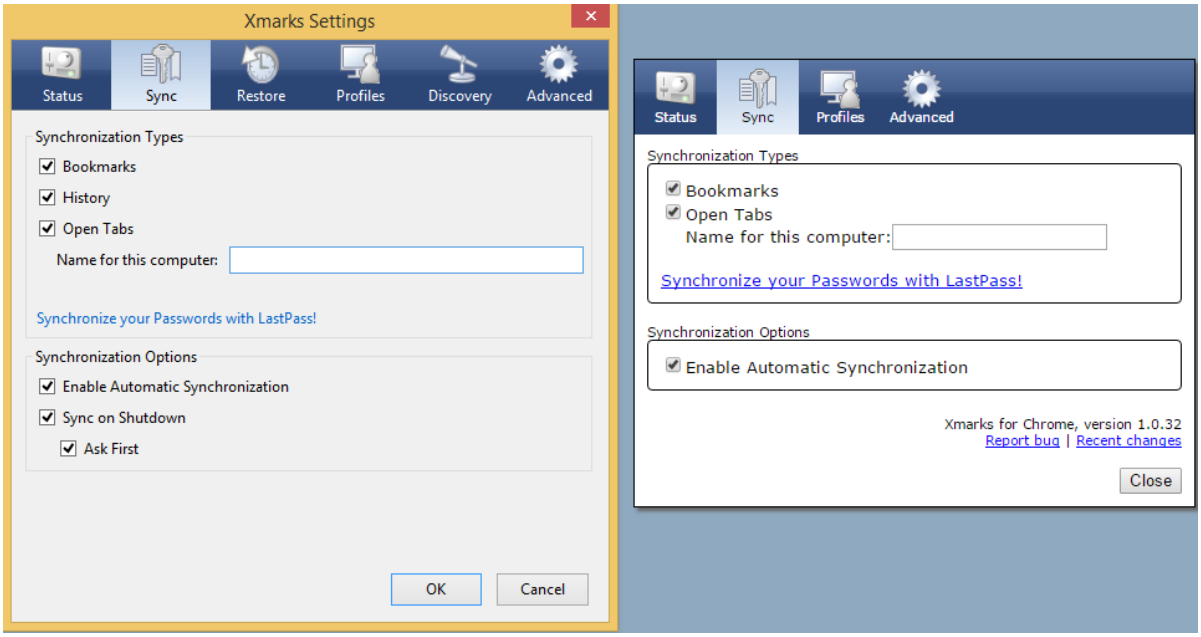
For Internet Explorer:

1. Click the Xmarks icon ﷺin the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.





In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. You can sync history in addition to bookmarks and open tabs. Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

[/accordion-item]
[/accordion]

Bookmark Sync

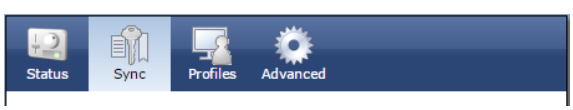
[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

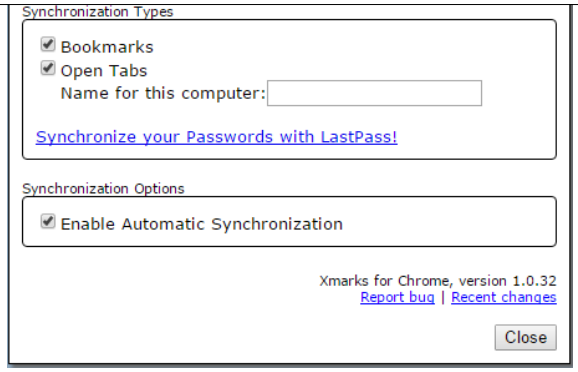
Xmarks automatically synchronizes any of your bookmarks across all your browsers, computers, smartphones and tablets. Install it on every supported device that you use and it will work seamlessly in the background.

[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

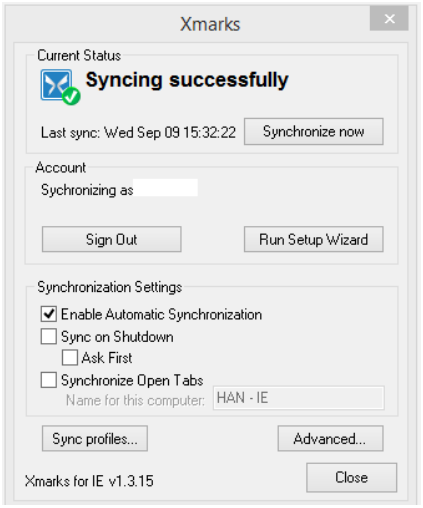
1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.



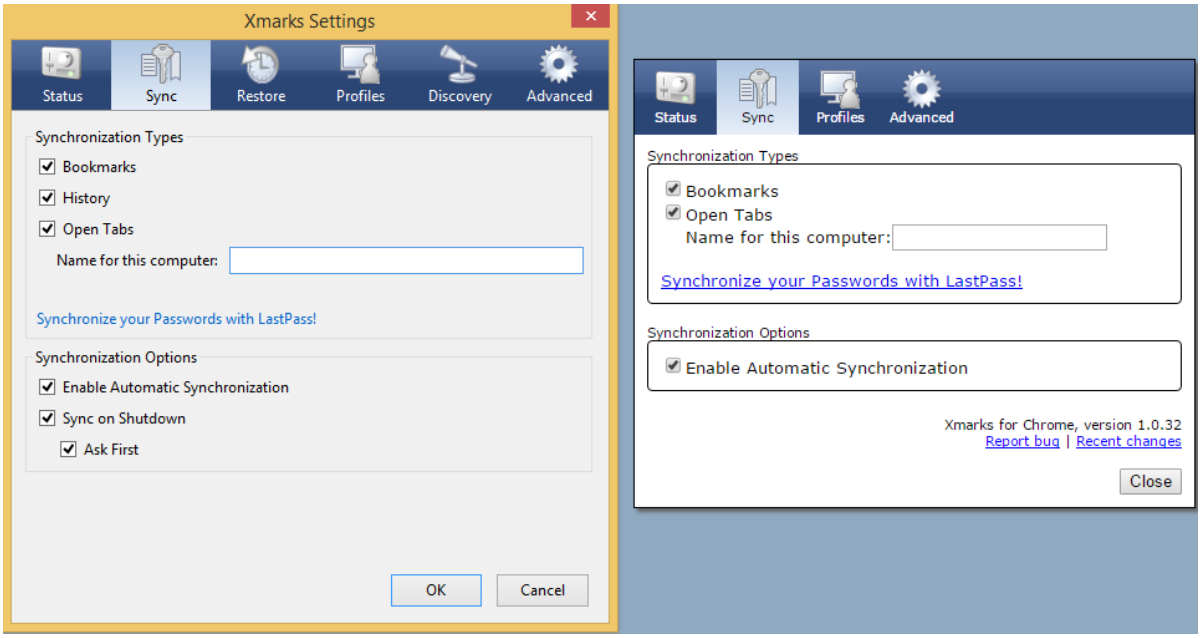


For Internet Explorer:

1. Click the Xmarks icon ﷿in the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. ﷿You can sync history in addition to bookmarks and open tabs. ﷿Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

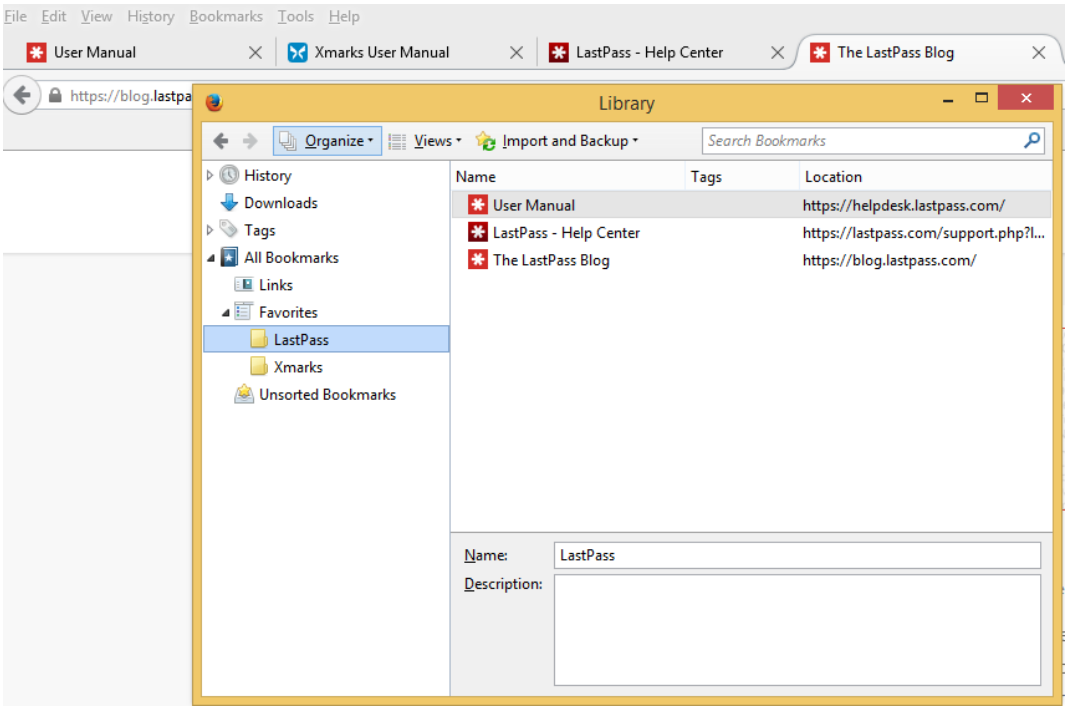
[/accordion-item]
[/accordion]

Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color"
id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

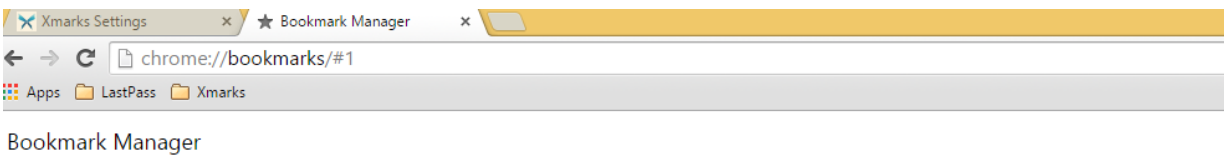
1. Select the "Firefox" menu.
2. Click "Bookmarks".
3. Select "Show All Bookmarks" or use the hotkey Ctrl+Shift+B.
4. The bookmark manager window will open. Select a folder to reorder and click "Views".
5. Click "Sort" and select how you'd like to reorder your bookmarks.



[/tab]

[tab title="Chrome" id="t2"]

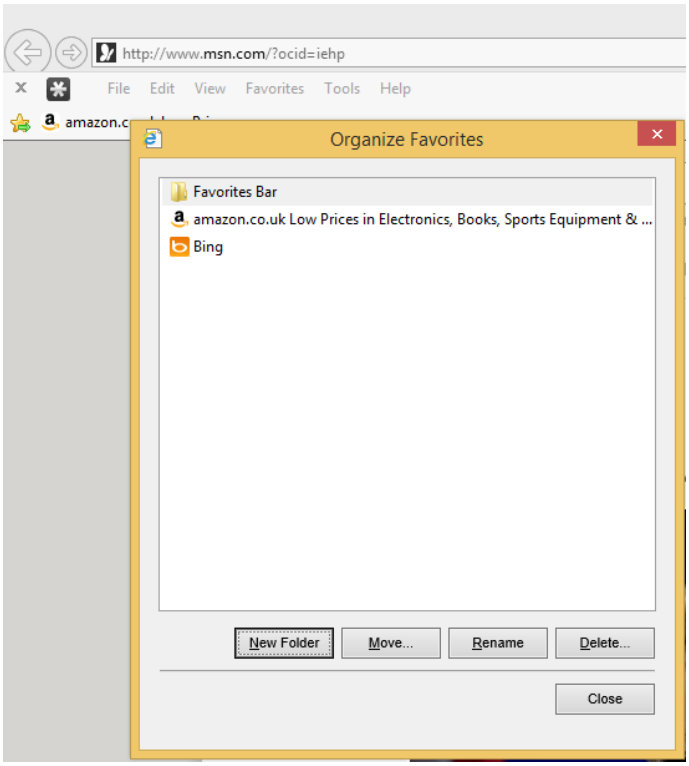
1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
4. Click the down arrow next to Organize.
5. Click "Reorder by Title".



[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.
4. Click "Sort by Name".



[/tab]

[tab title="Safari" id="t4"]

Bookmarks will always appear in alphabetical order within the browser. To view all bookmarks, click Bookmarks on the menu and select Show Bookmarks option.

[/tab]
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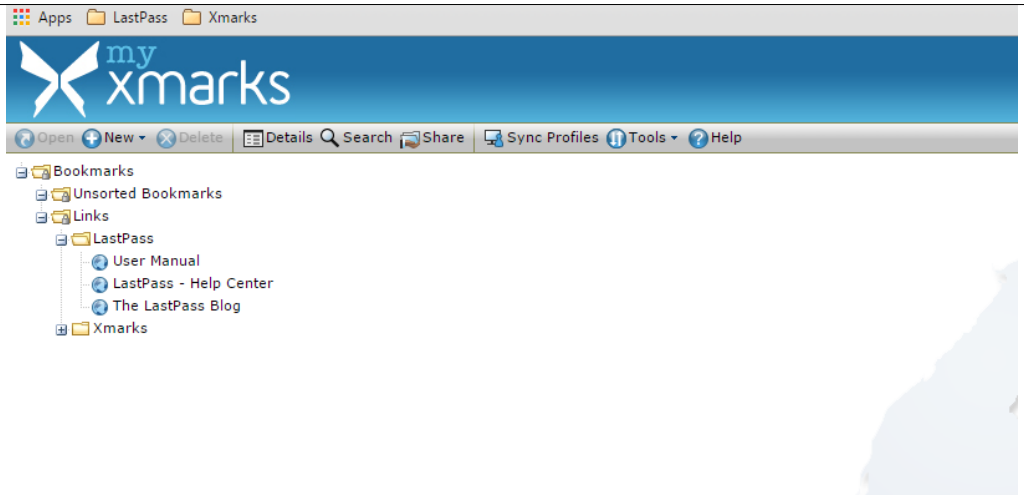
[/accordion-item]

[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

On the server at **my.xmarks.com**, reorganize your bookmarks manually and individually. Only one bookmark can be reordered or edited at a time.



Once you've reorganized your bookmarks, whether within your browser or on the server, be sure to **sync your bookmarks** to see the changes on all devices.

[/accordion-item]
[/accordion]

Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color" id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

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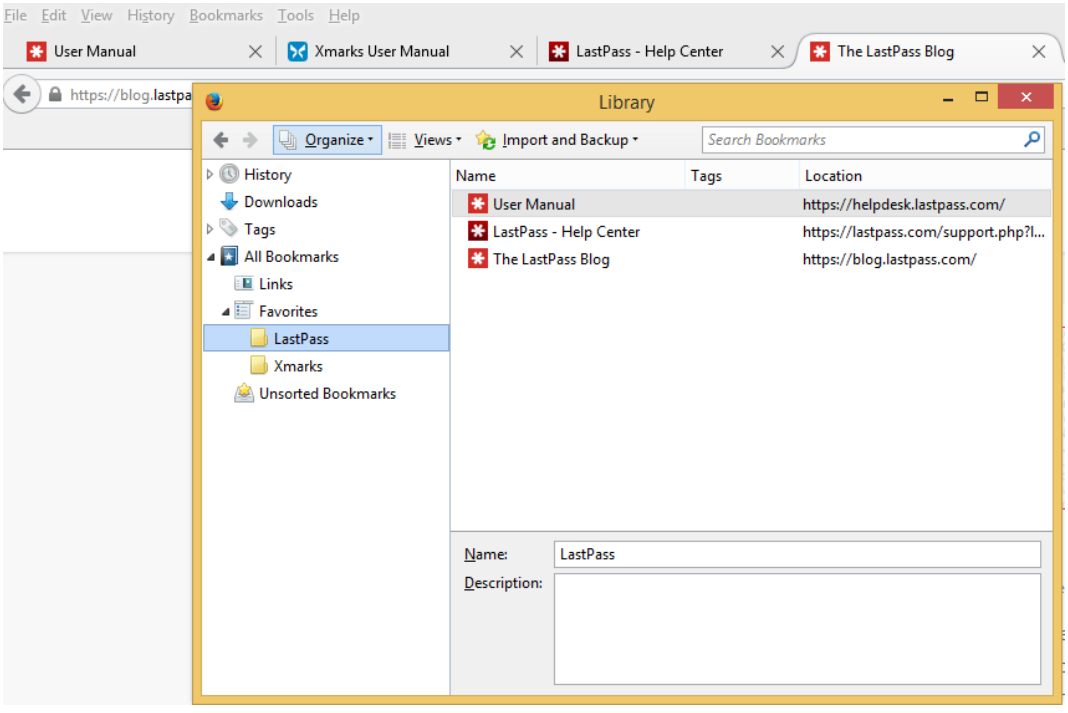
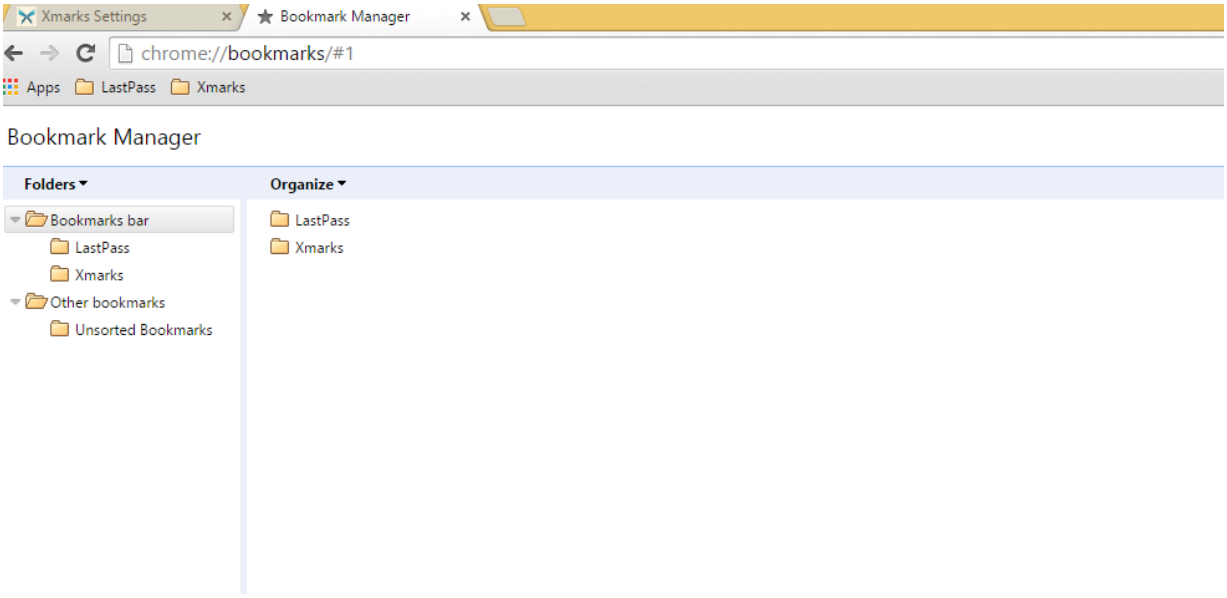
5. Click "Sort" and select how you'd like to reorder your bookmarks.



[/tab]

[tab title="Chrome" id="t2"]

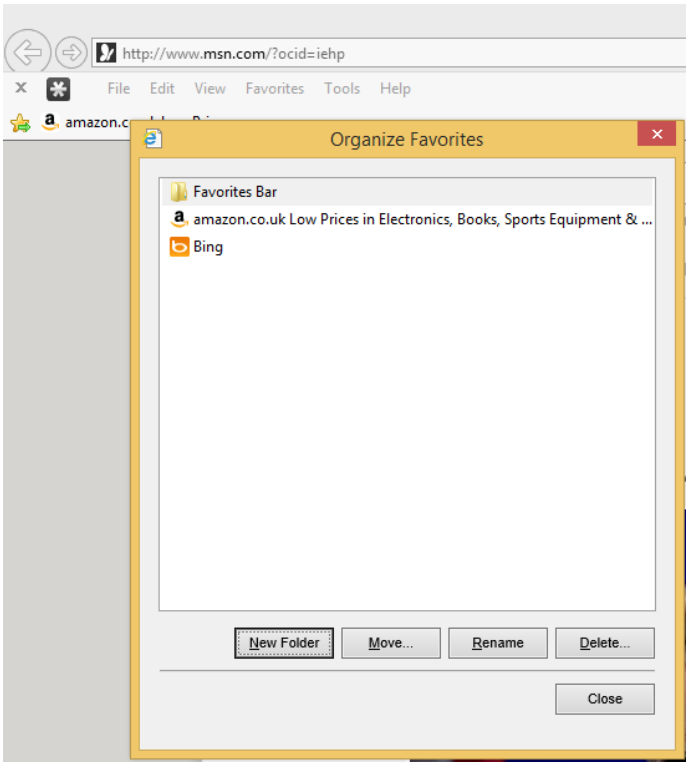
1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
4. Click the down arrow next to Organize.
5. Click "Reorder by Title".



[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.
4. Click "Sort by Name".



[/tab]

[tab title="Safari" id="t4"]

Bookmarks will always appear in alphabetical order within the browser. To view all bookmarks, click Bookmarks on the menu and select Show Bookmarks option.

[/tab]
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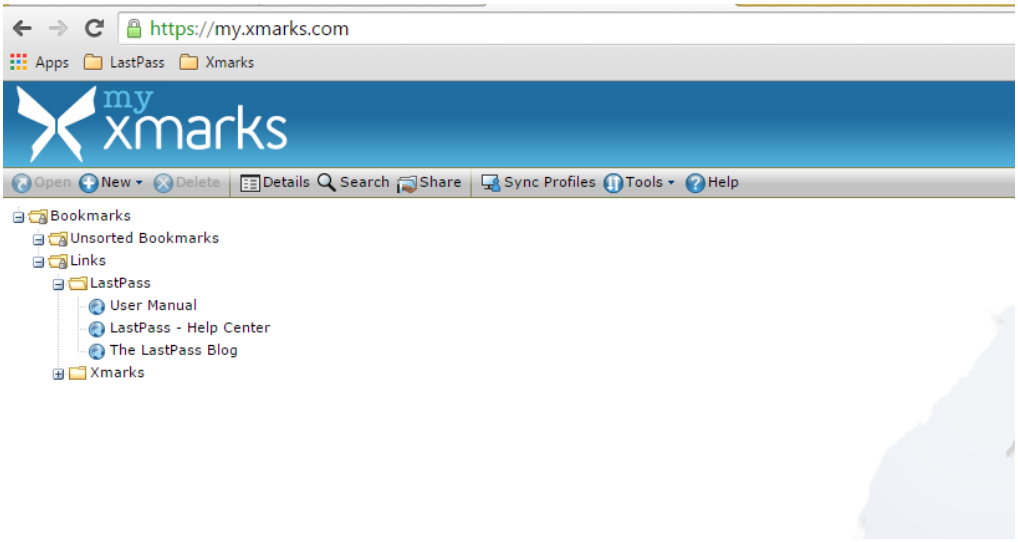
[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

On the server at **my.xmarks.com**, reorganize your bookmarks manually and individually. Only one bookmark can be reordered or edited at a time.



Once you've reorganized your bookmarks, whether within your browser or on the server, be sure to **sync your bookmarks** to see the changes on all devices.

[/accordion-item]
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Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color" id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

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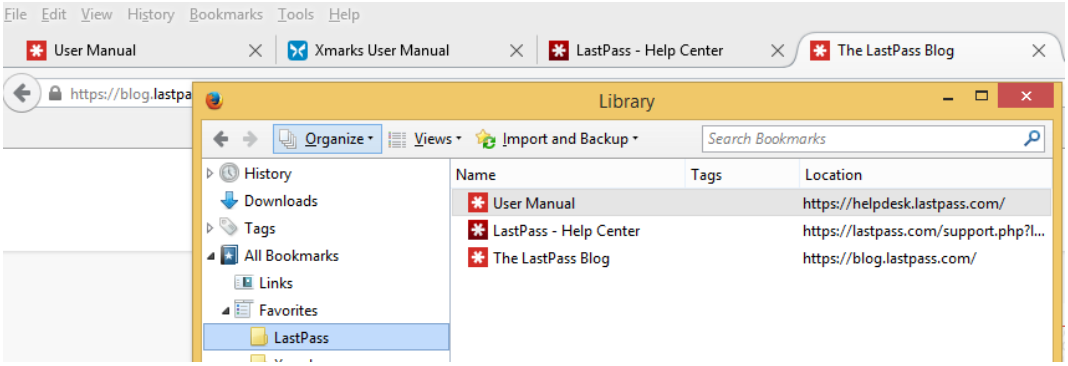
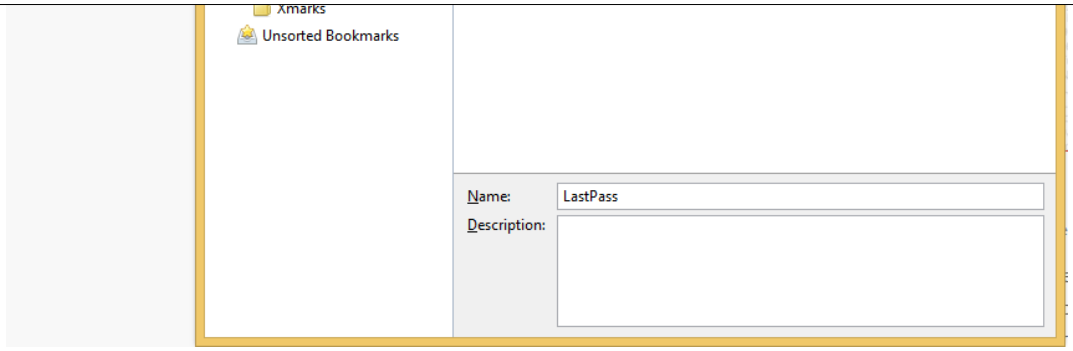
4. The bookmark manager window will open. Select a folder to reorder and click "Views".
5. Click "Sort" and select how you'd like to reorder your bookmarks.





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[tab title="Chrome" id="t2"]

1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
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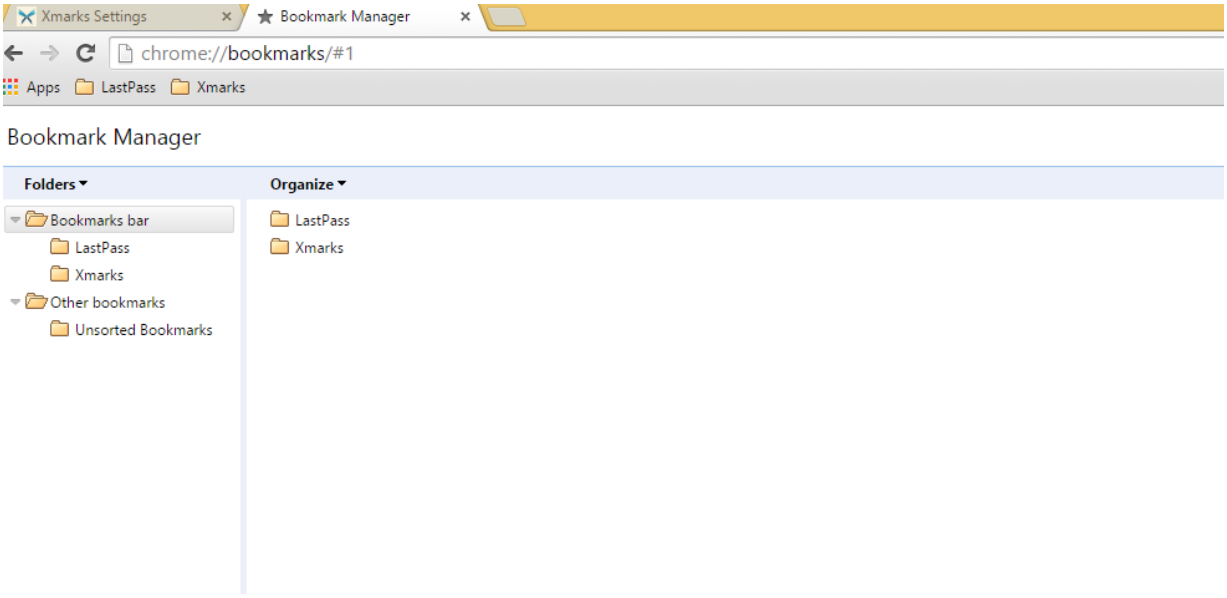
5. Click "Reorder by Title".



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[tab title="Internet Explorer" id="t3"]

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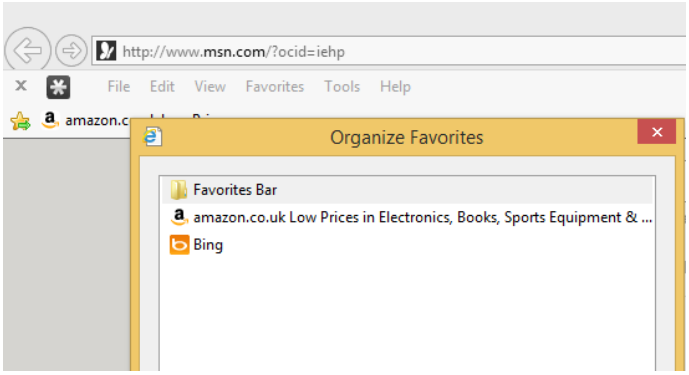

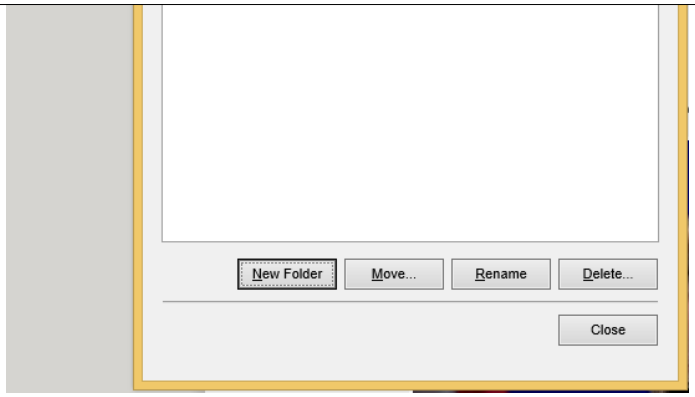

[/tab]

[tab title="Safari" id="t4"]

Bookmarks will always appear in alphabetical order within the browser. To view all bookmarks, click Bookmarks on the menu and select Show Bookmarks option.

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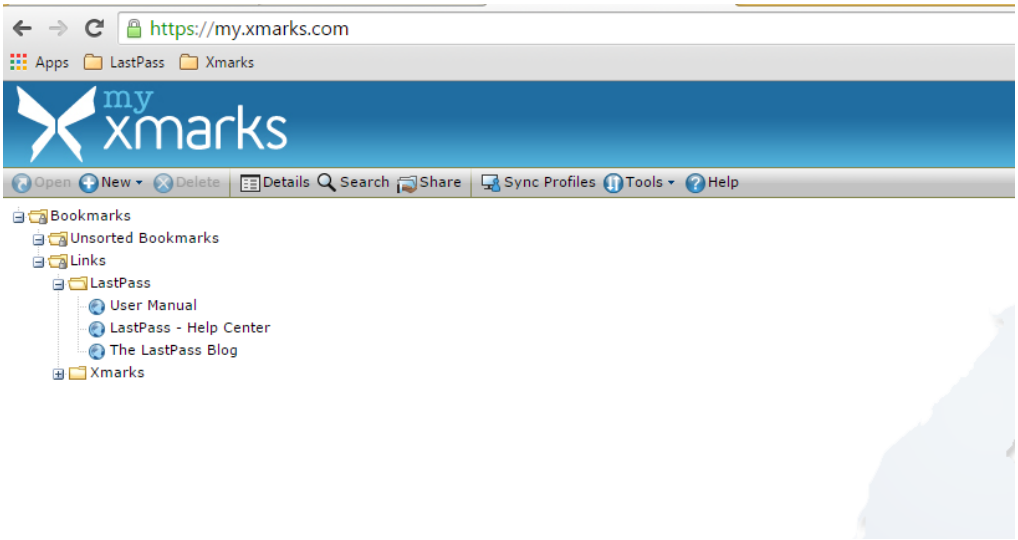
[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

On the server at **my.xmarks.com**, reorganize your bookmarks manually and individually. Only one bookmark can be reordered or edited at a time.



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[/accordion-item]
[/accordion]

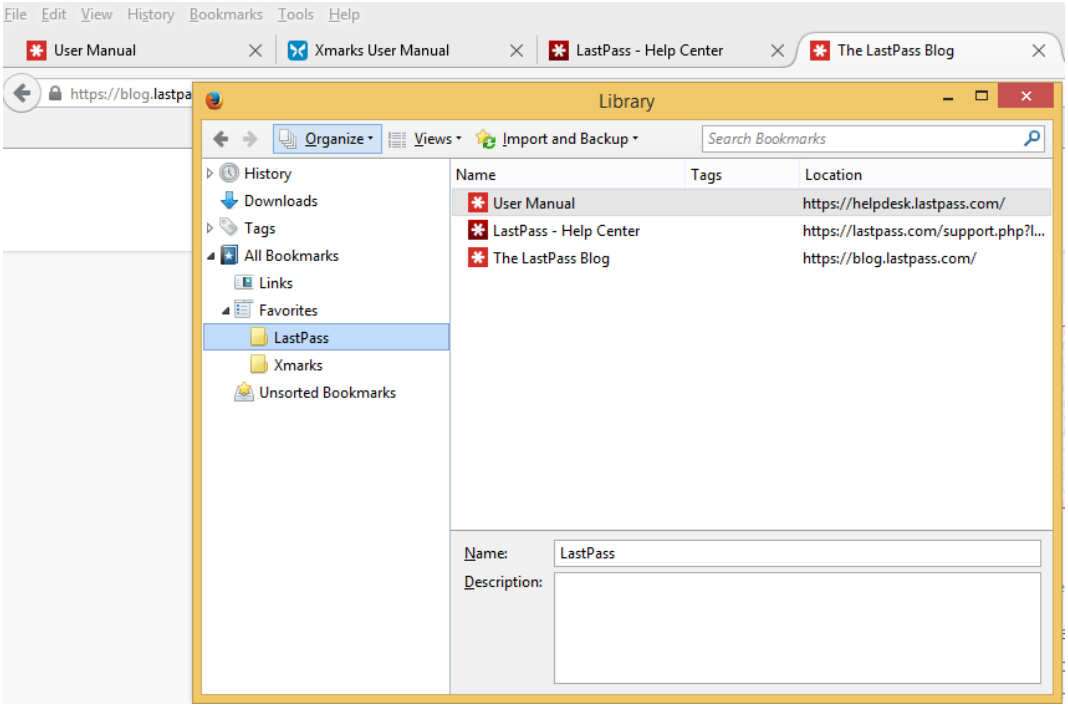
Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color" id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

1. Select the "Firefox" menu.
2. Click "Bookmarks".
3. Select "Show All Bookmarks" or use the hotkey Ctrl+Shift+B.
4. The bookmark manager window will open. Select a folder to reorder and click "Views".

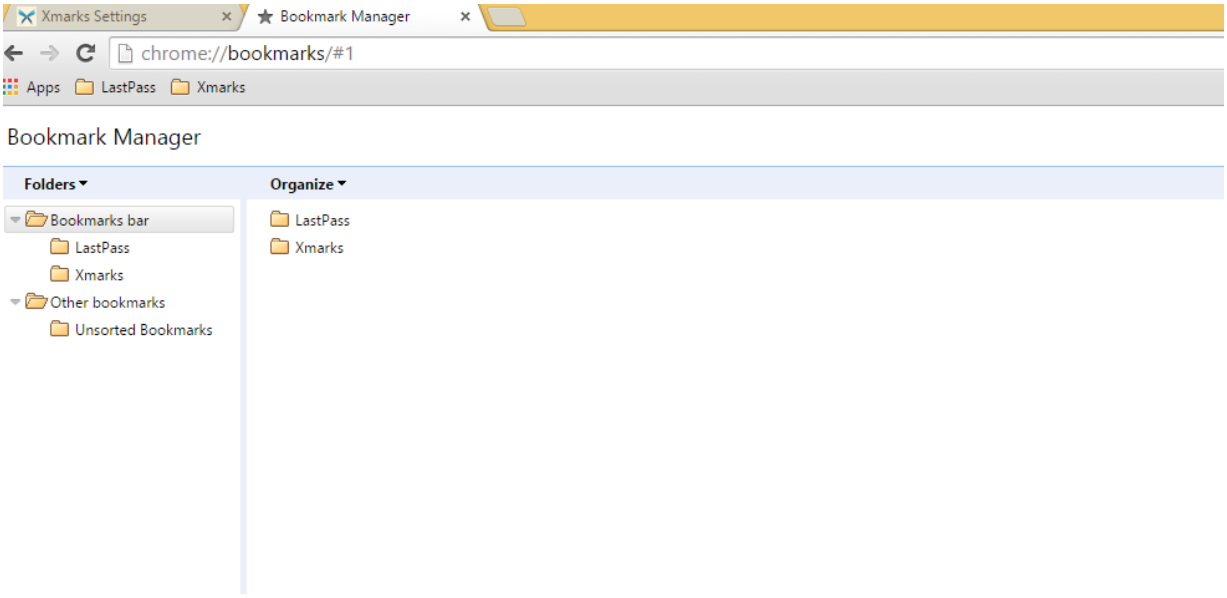
5. Click "Sort" and select how you'd like to reorder your bookmarks.



[/tab]

[tab title="Chrome" id="t2"]

1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
4. Click the down arrow next to Organize.
5. Click "Reorder by Title".

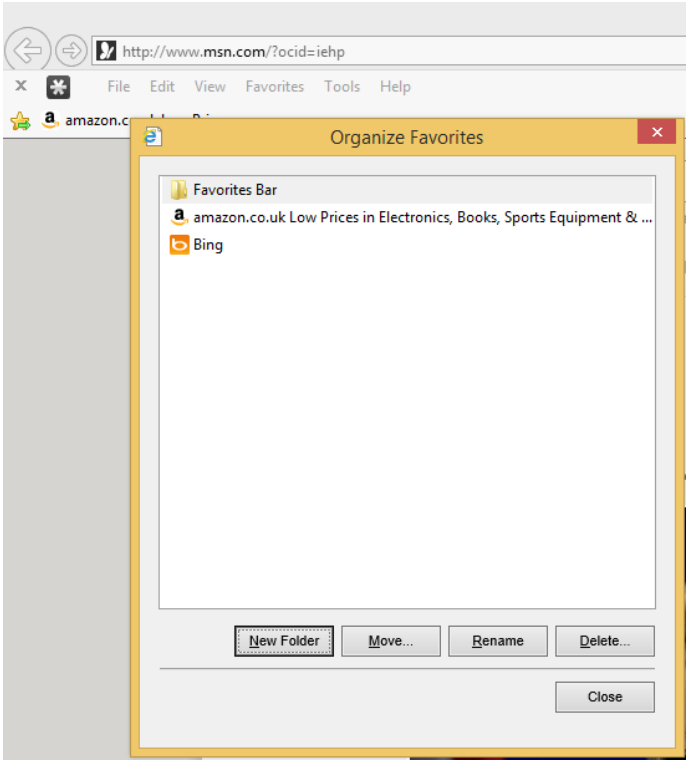


[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.

4. Click "Sort by Name".



[/tab]

[tab title="Safari" id="t4"]

Bookmarks will always appear in alphabetical order within the browser. To view all bookmarks, click Bookmarks on the menu and select Show Bookmarks option.

[/tab]
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[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

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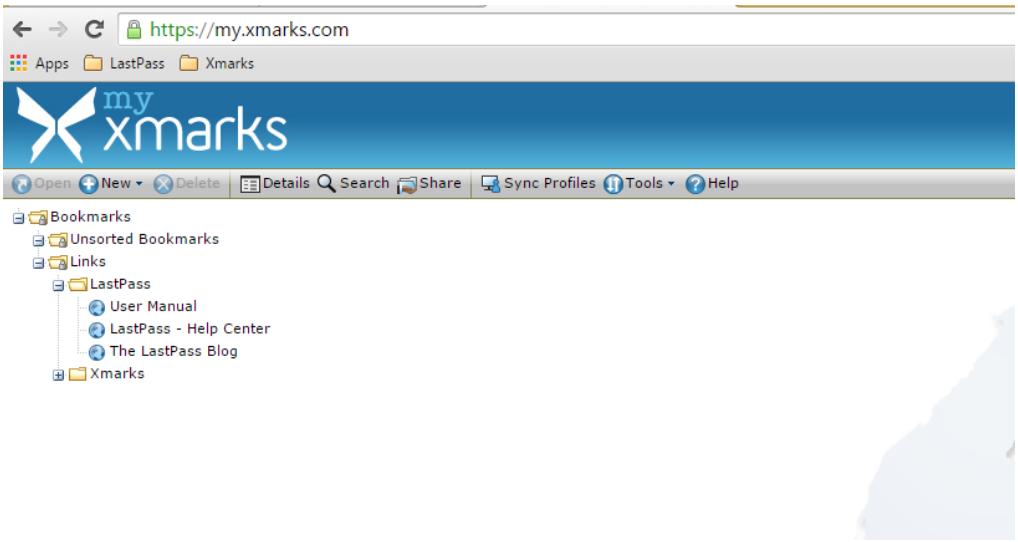

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[/accordion-item]
[/accordion]

Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color"
id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

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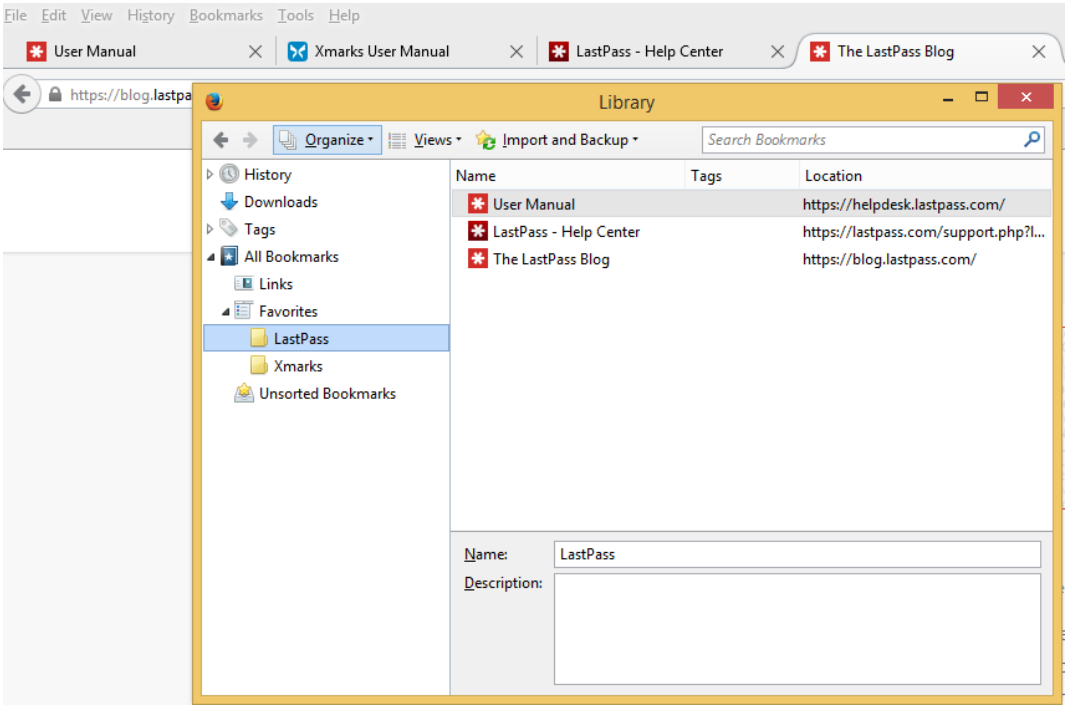
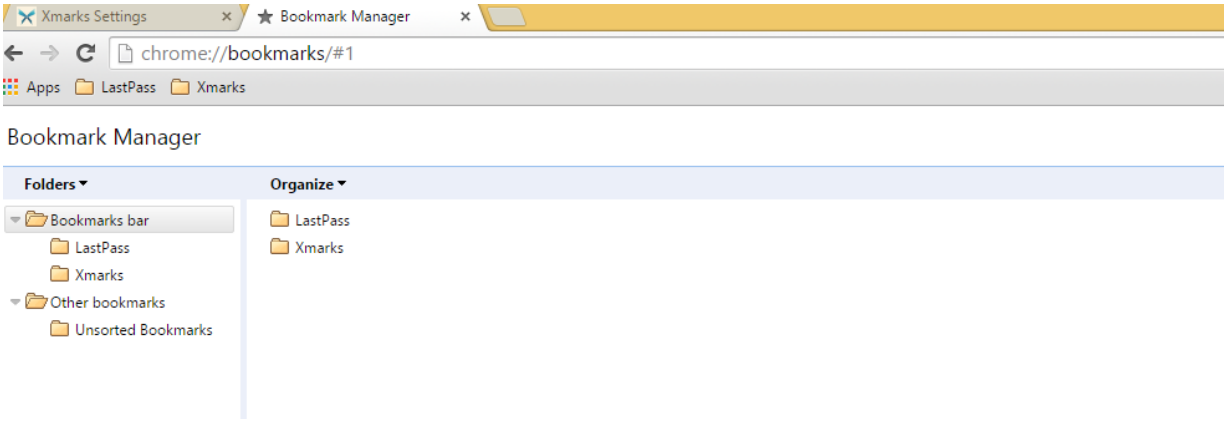


[/tab]

[tab title="Chrome" id="t2"]

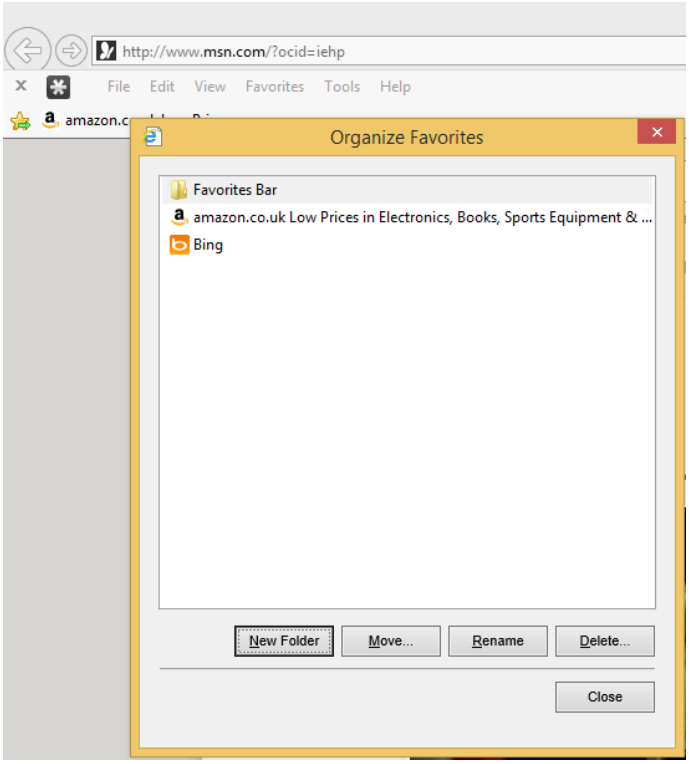
1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
4. Click the down arrow next to Organize.
5. Click "Reorder by Title".



[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.
4. Click "Sort by Name".



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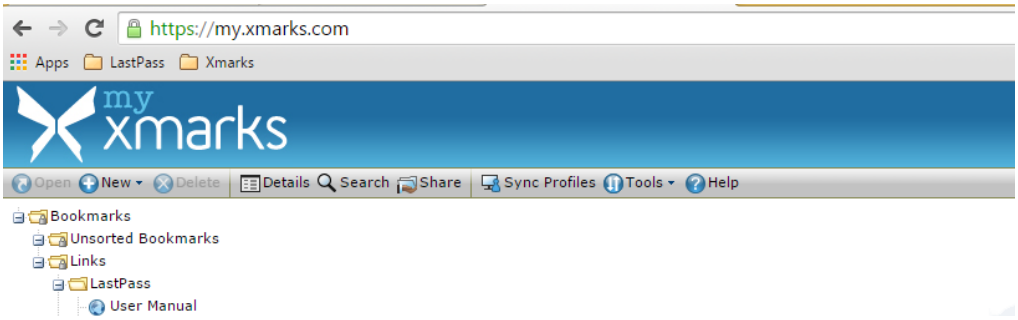

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Organize Your Bookmarks

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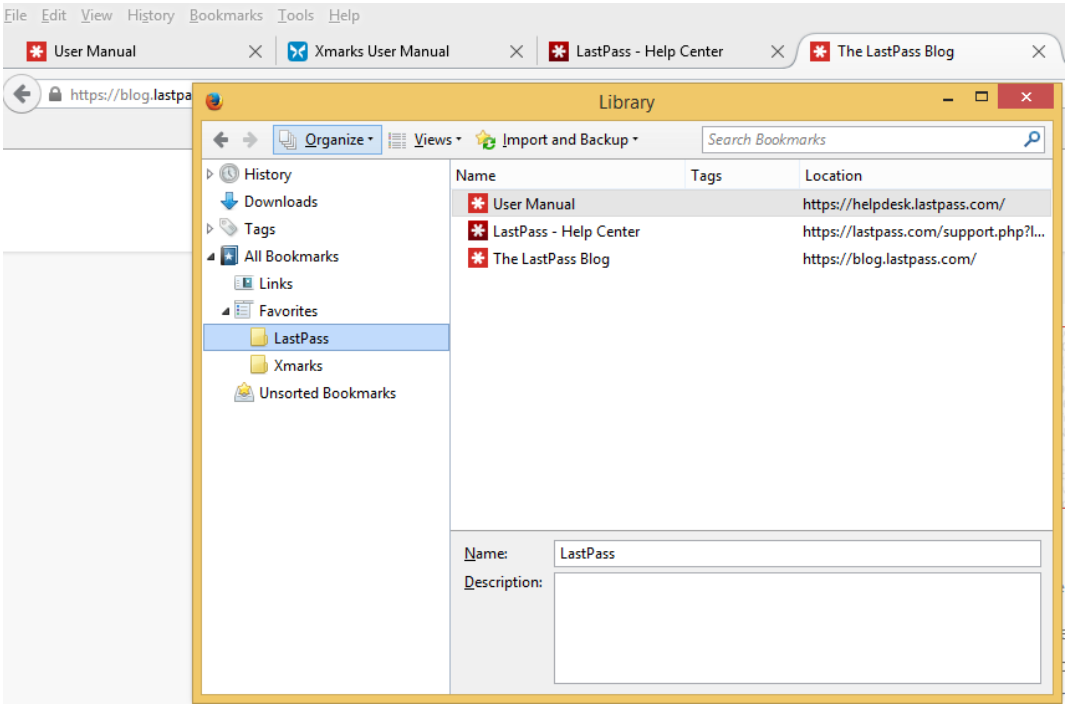

[/tab]

[tab title="Chrome" id="t2"]

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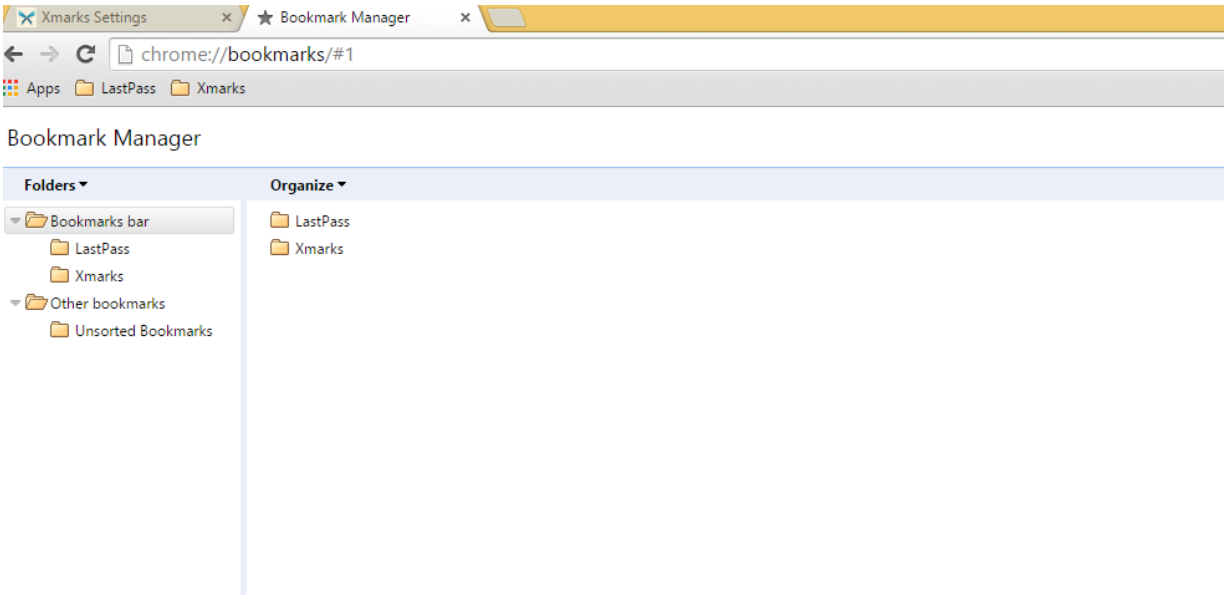
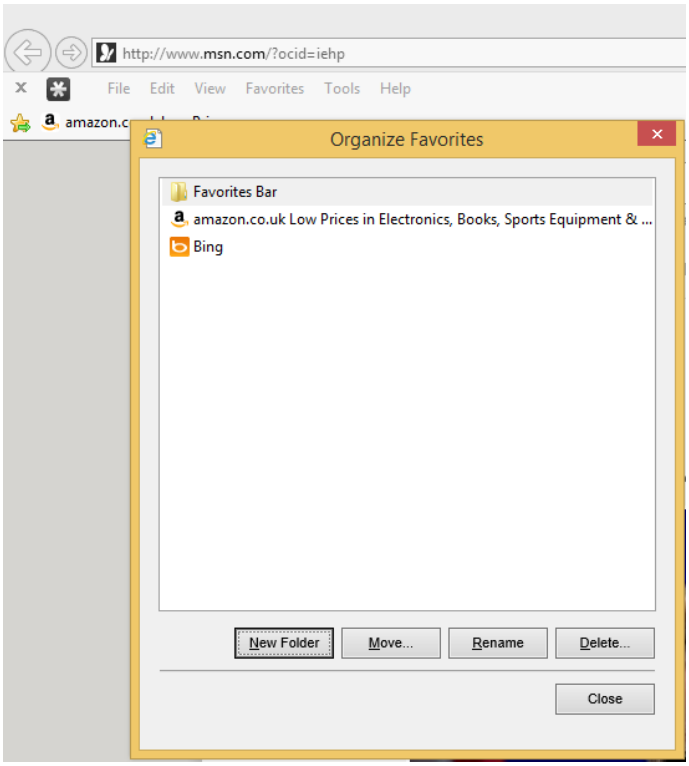


[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.
4. Click "Sort by Name".



[/tab]

[tab title="Safari" id="t4"]

Bookmarks will always appear in alphabetical order within the browser. To view all bookmarks, click Bookmarks on the menu and select Show Bookmarks option.

[/tab]
[/tabbed_section]
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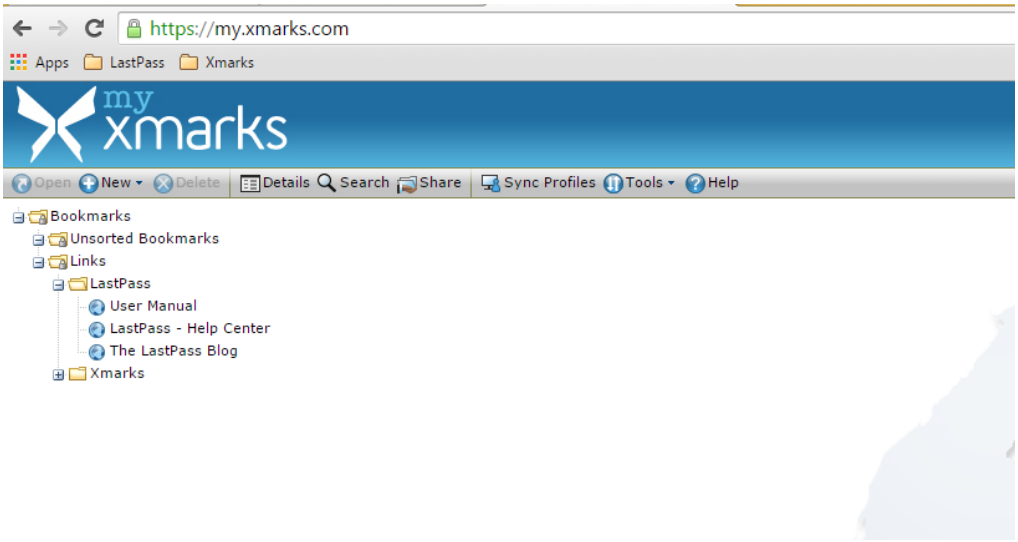
[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

On the server at **my.xmarks.com**, reorganize your bookmarks manually and individually. Only one bookmark can be reordered or edited at a time.



Once you've reorganized your bookmarks, whether within your browser or on the server, be sure to **sync your bookmarks** to see the changes on all devices.

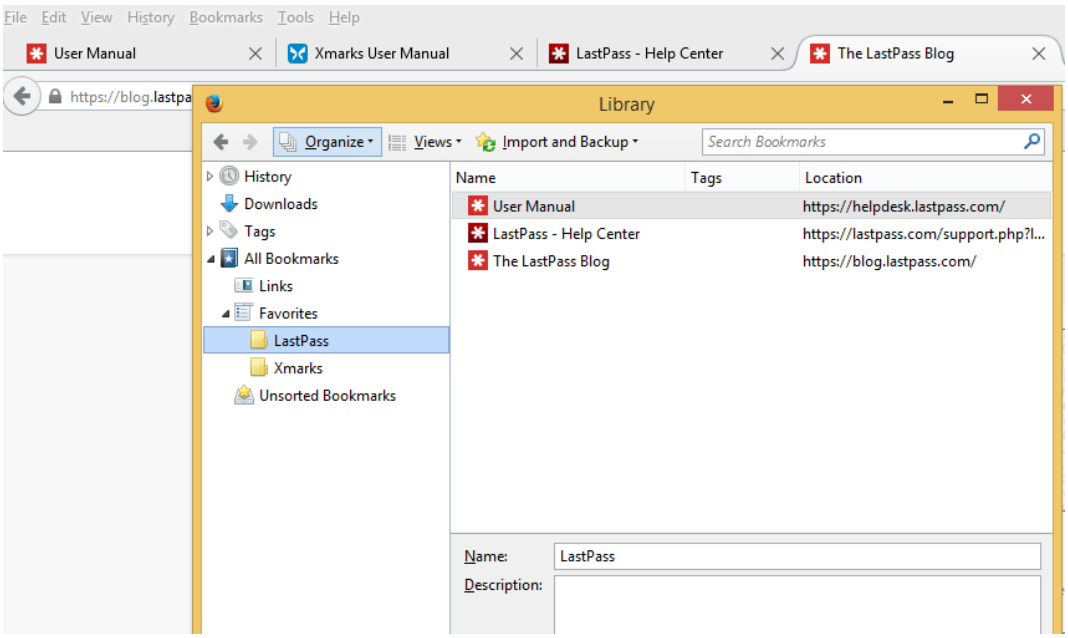
[/accordion-item]
[/accordion]

Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color" id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

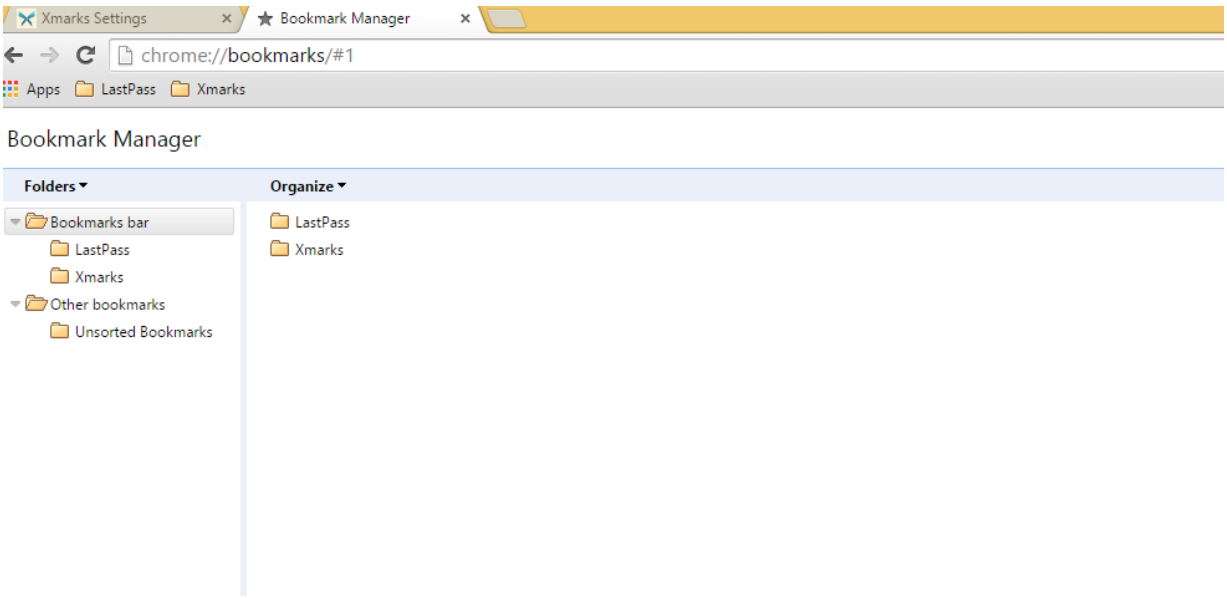
1. Select the "Firefox" menu.
2. Click "Bookmarks".
3. Select "Show All Bookmarks" or use the hotkey Ctrl+Shift+B.
4. The bookmark manager window will open. Select a folder to reorder and click "Views".
5. Click "Sort" and select how you'd like to reorder your bookmarks.



[/tab]

[tab title="Chrome" id="t2"]

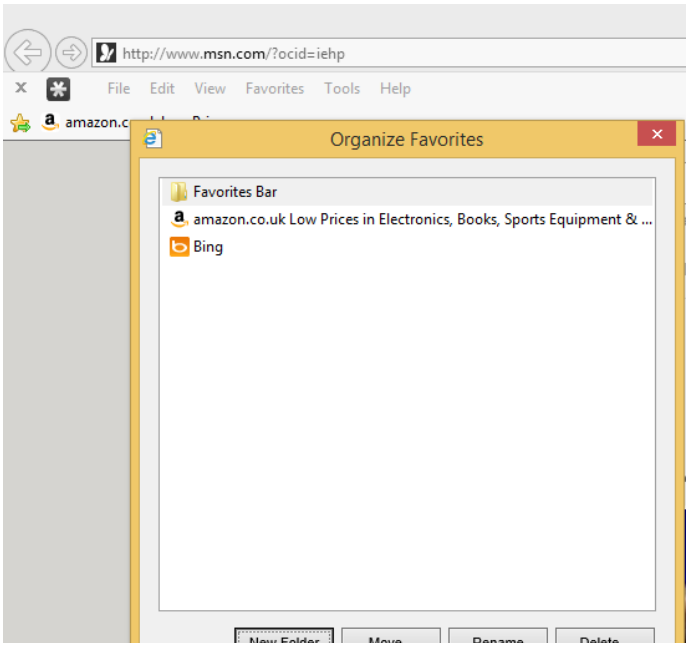
1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
4. Click the down arrow next to Organize.
5. Click "Reorder by Title".

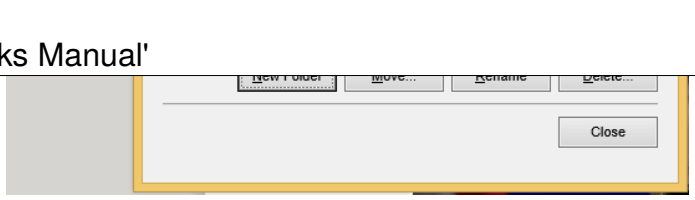


[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.
4. Click "Sort by Name".





[/tab]

[tab title="Safari" id="t4"]

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[/tab]
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[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

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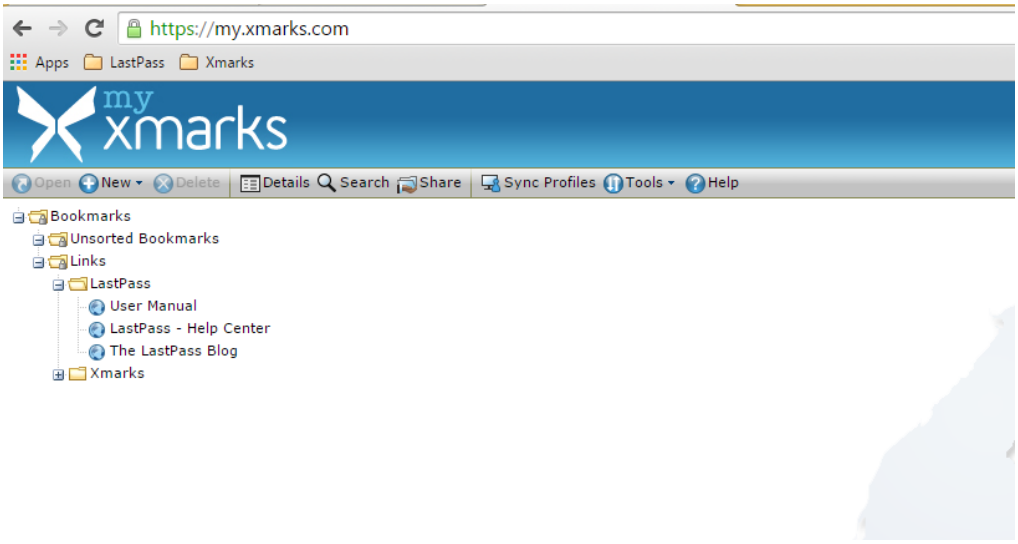


Once you've reorganized your bookmarks, whether within your browser or on the server, be sure to **sync your bookmarks** to see the changes on all devices.

[/accordion-item]
[/accordion]

Bookmark Sync

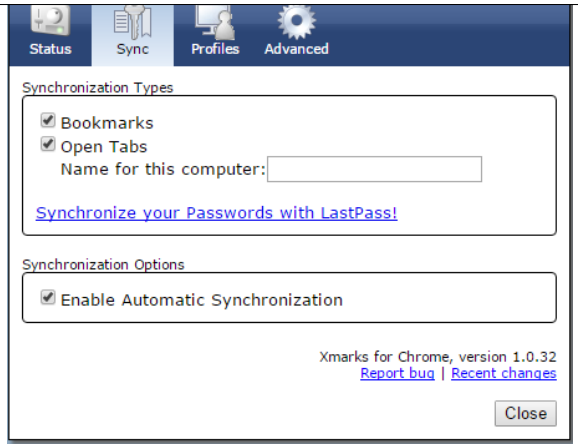
[accordion openfirst=true scroll=true clicktoclose="true"]
[accordion-item title="Bookmark Synchronization" id="h1"]

Xmarks automatically synchronizes any of your bookmarks across all your browsers, computers, smartphones and tablets. Install it on every supported device that you use and it will work seamlessly in the background.

[tabbed_section] [tab title="Automatic Synchronization" id="t1"]

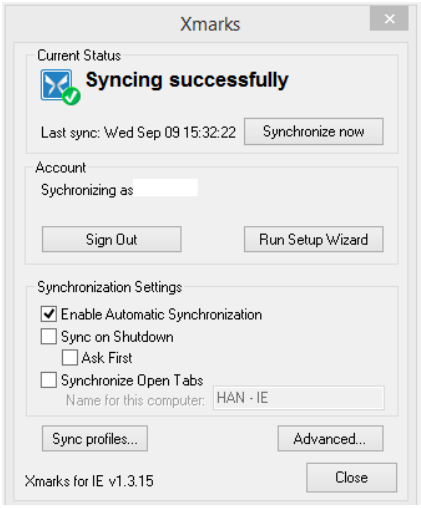
By default Xmarks' auto-sync is enabled. To change your auto-sync settings:

1. Click the Xmarks icon on the browser toolbar.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Options", you can enabled or disable automatic synchronization.
5. Click "OK" to save your change.

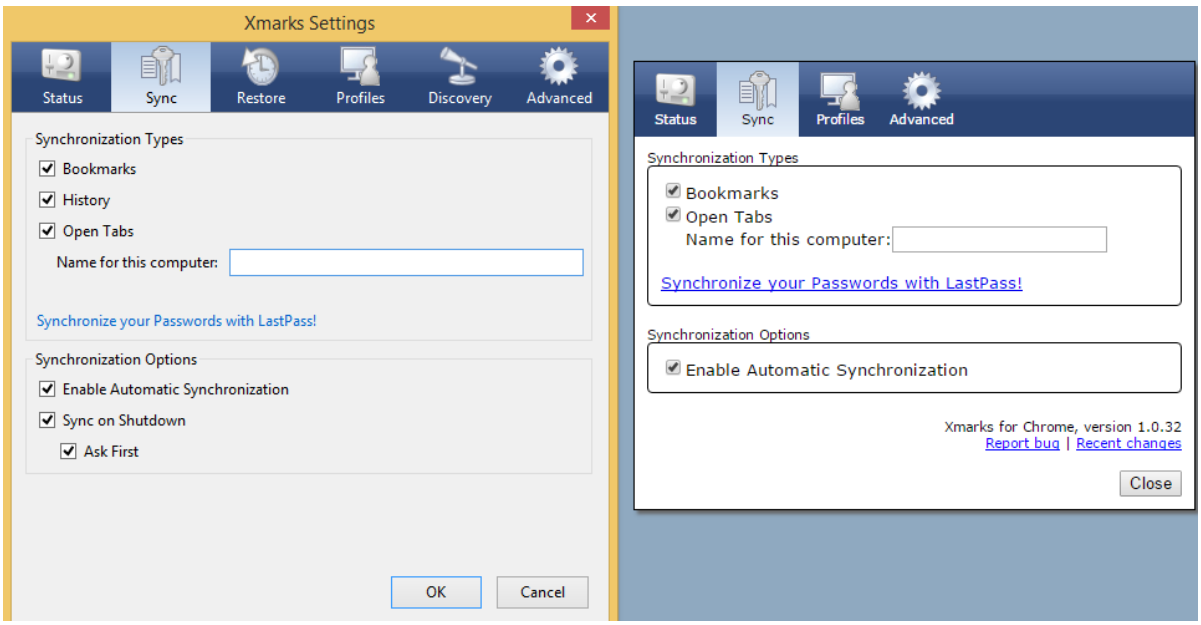


For Internet Explorer:

1. Click the Xmarks icon ﷿in the system tray.
2. Xmarks Settings will appear.
3. Under 'Synchronization Settings", you can enable or disable automatic synchronization.
4. Click "Close" to save and exit.



In Firefox only, under "Synchronization Options" you can choose to enable (or disable) "Sync on Shutdown" to ensure your data is synced before closing your browser. ﷿You can sync history in addition to bookmarks and open tabs. ﷿Both features are not currently available on other browsers.



[/tab]

[tab title="Manual Synchronization" id="t2"]

1. Click the Xmarks icon on your browser toolbar or in system tray (Xmarks for IE) or on status menu on OS X (Xmarks for Safari)
2. Click "Synchronize Now" on the menu

[/tab]
[/tabbed_section][/accordion-item]

[accordion-item title="Upload Bookmarks" color="Accent-Color" id="h2"]

To force upload changes from your local bookmark set to your server bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Upload".
5. Select "OK" in the pop-up message to confirm the upload.
6. The Xmarks Status screen will appear to display the upload and disappear once the upload is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with an upload, your local bookmarks will completely replace your server bookmarks.

[/accordion-item]

[accordion-item title="Downloading Bookmarks" color="Accent-Color" id="h3"]

To force download changes from your server bookmark set to your local bookmark set:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select "Advanced" - In IE, this is a button. In all other browsers, this is a tab.
4. Click "Download".
5. Select "OK" in the pop-up message to confirm the download.
6. The Xmarks Status screen will appear to display the download and disappear once the download is complete. Some might also see a "Synchronization Complete" confirmation.

*Note that with a download, your server bookmarks will completely replace your local bookmarks.

[/accordion-item]

[accordion-item title="Repair Bookmarks" color="Accent-Color" id="h4"]

To force download changes from your server bookmark set to your local bookmark set while still preserving your unsynced local bookmarks:

1. Click the Xmarks icon.
2. Xmarks Settings will appear. On Safari the option is called Xmarks for Safari Settings.
3. Select "Advanced" - In IE, this is a button. In all other browser, this is a tab.
4. Click "Repair".
5. Select "OK" in the pop- up message to confirm the repair.
6. The Xmarks Status screen will appear to display the repair and disappear once the repair is

complete. Some might also see a "Synchronization Complete" confirmation.

A sync should always follow a repair: Xmarks icon > Synchronize Now.

In **Safari**, repair is located under the "Help" tab.

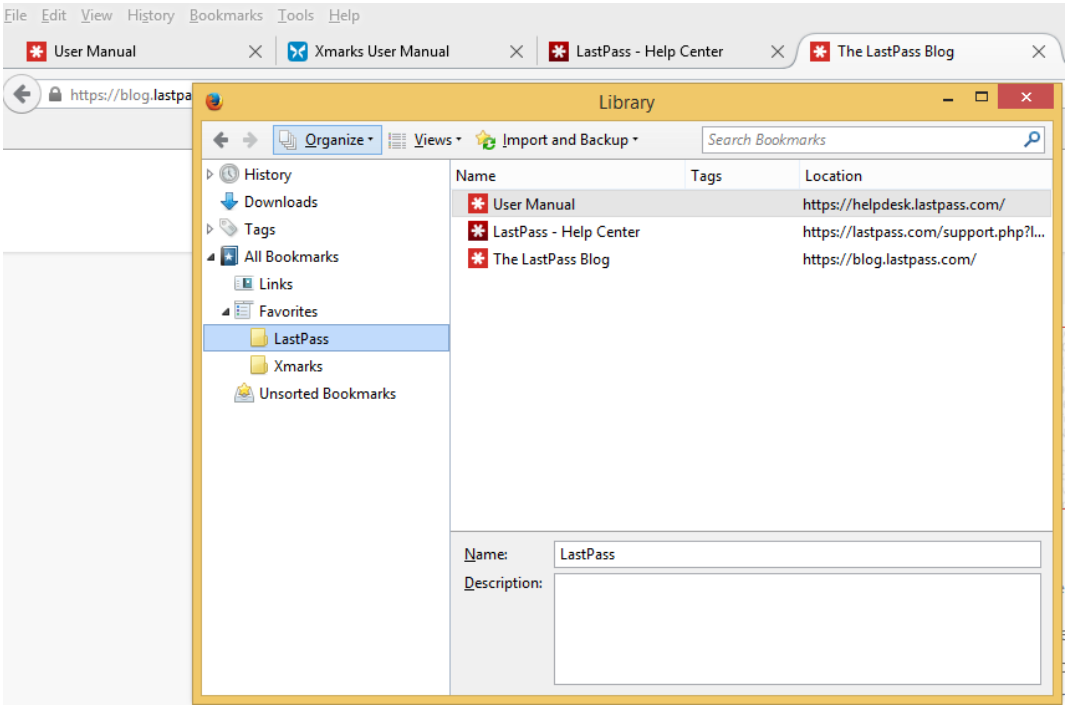
[/accordion-item]
[/accordion]

Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color"
id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

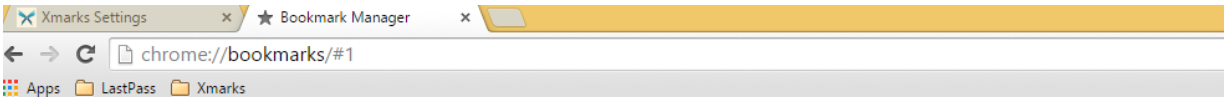
1. Select the "Firefox" menu.
2. Click "Bookmarks".
3. Select "Show All Bookmarks" or use the hotkey Ctrl+Shift+B.
4. The bookmark manager window will open. Select a folder to reorder and click "Views".
5. Click "Sort" and select how you'd like to reorder your bookmarks.

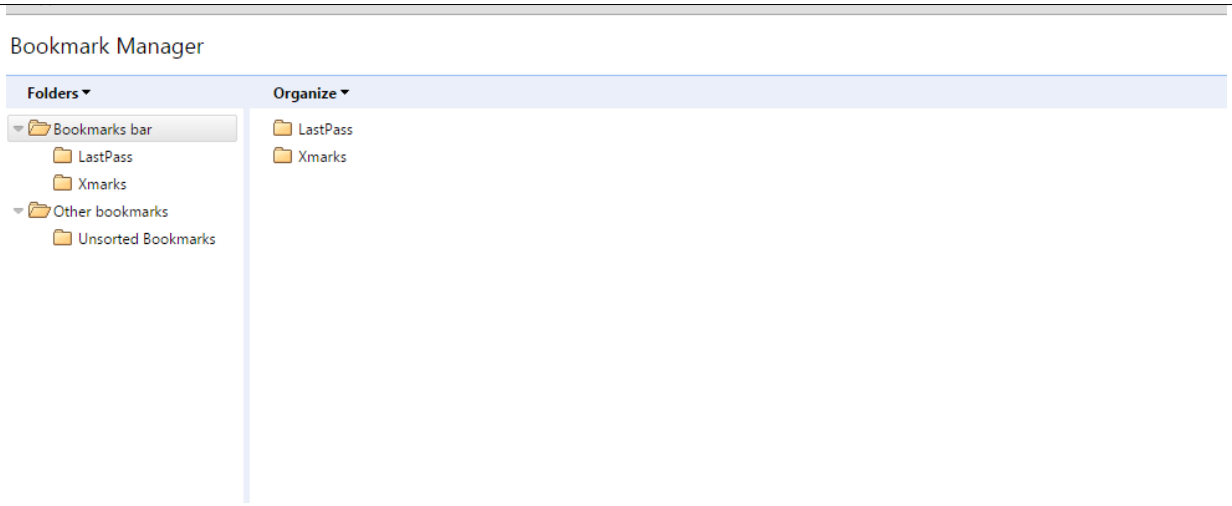


[/tab]

[tab title="Chrome" id="t2"]

1. Select the three bar icon on the top right corner of the toolbar.
2. Click "Bookmarks" and then "Bookmark Manager".
3. Select the folder you wish to sort.
4. Click the down arrow next to Organize.
5. Click "Reorder by Title".

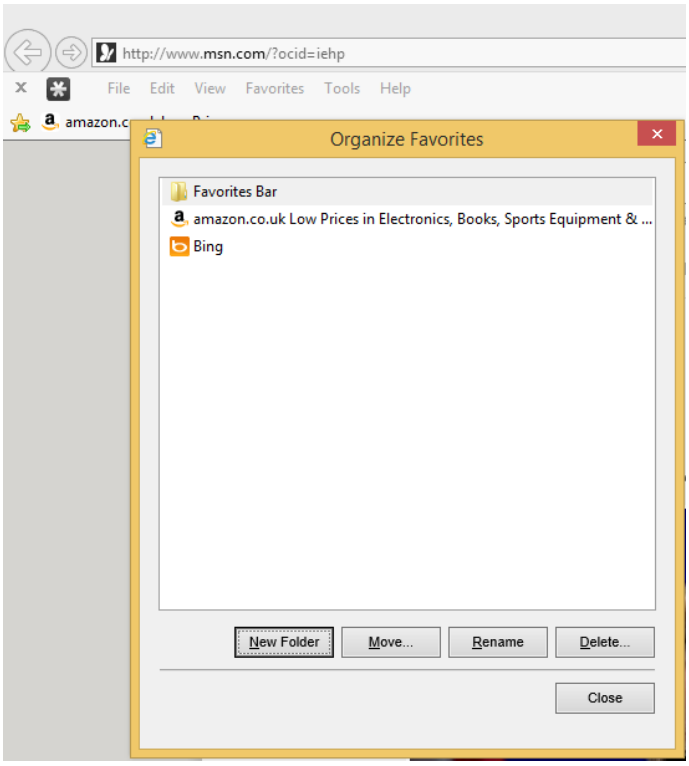




[/tab]

[tab title="Internet Explorer" id="t3"]

1. Select "Favorites" in the Menu Bar.
2. Click "Organize Favorites".
3. Right-click the folder you wish to reorder.
4. Click "Sort by Name".



[/tab]

[tab title="Safari" id="t4"]

Bookmarks will always appear in alphabetical order within the browser. To view all bookmarks, click Bookmarks on the menu and select Show Bookmarks option.

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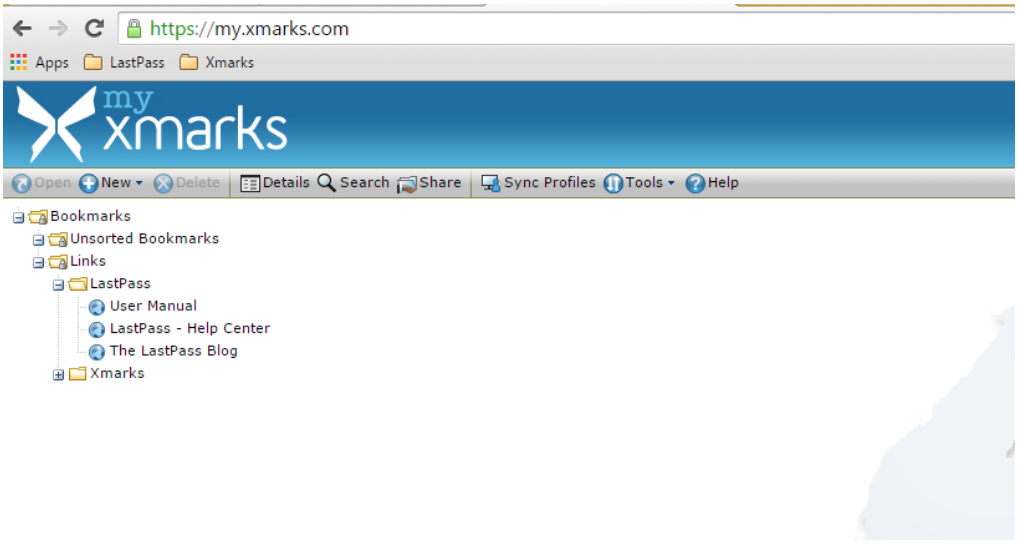
[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

On the server at **my.xmarks.com**, reorganize your bookmarks manually and individually. Only one bookmark can be reordered or edited at a time.



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Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
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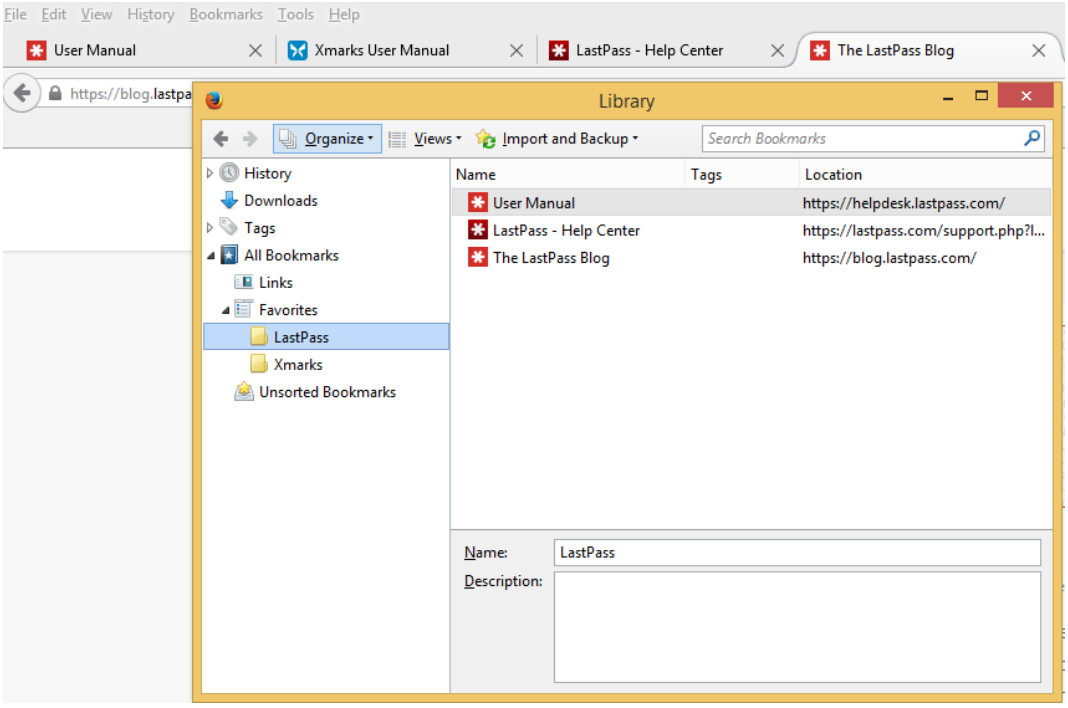

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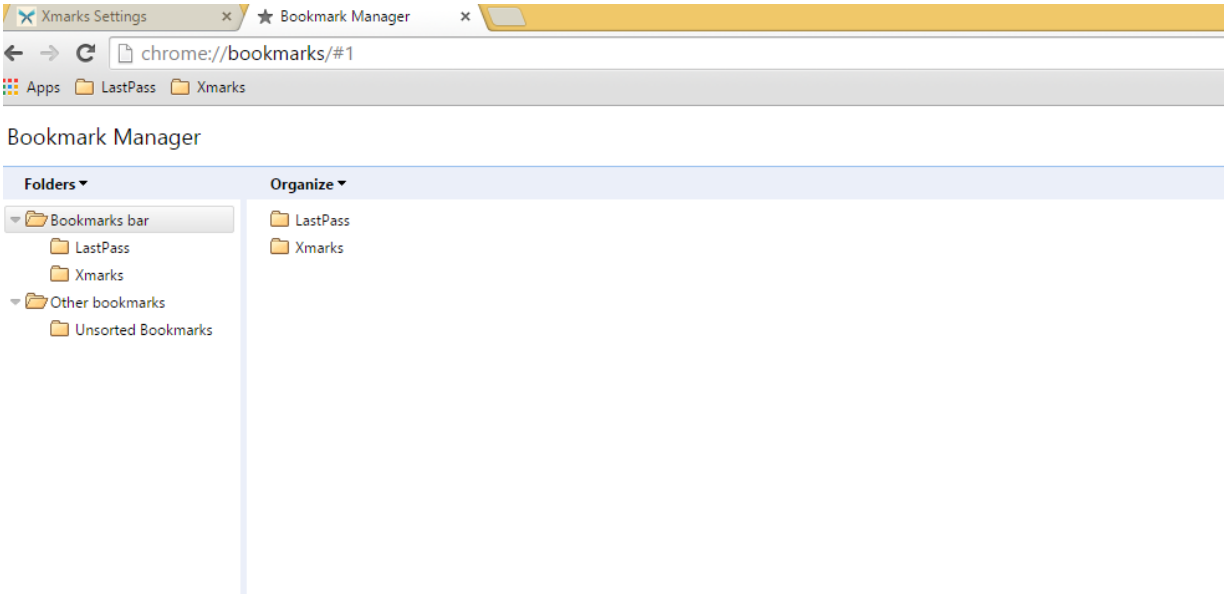

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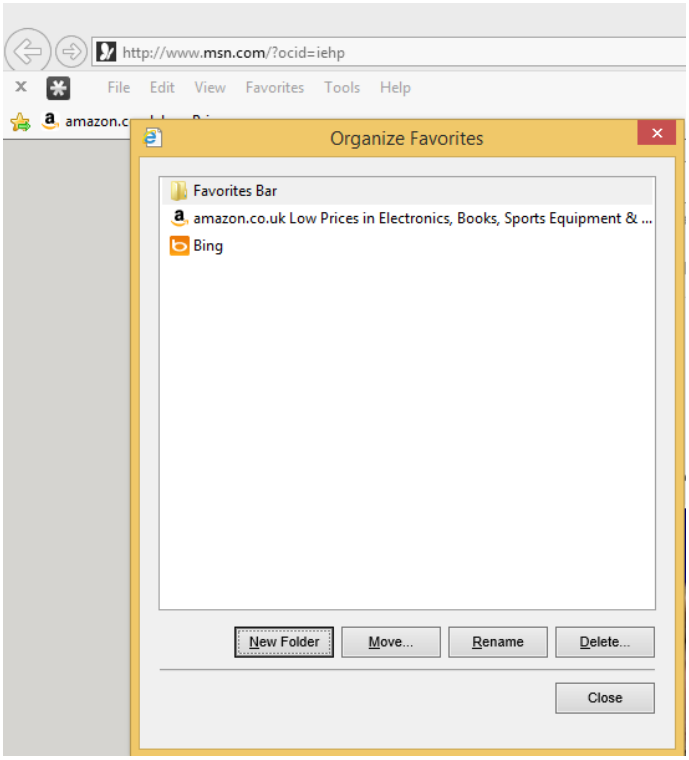

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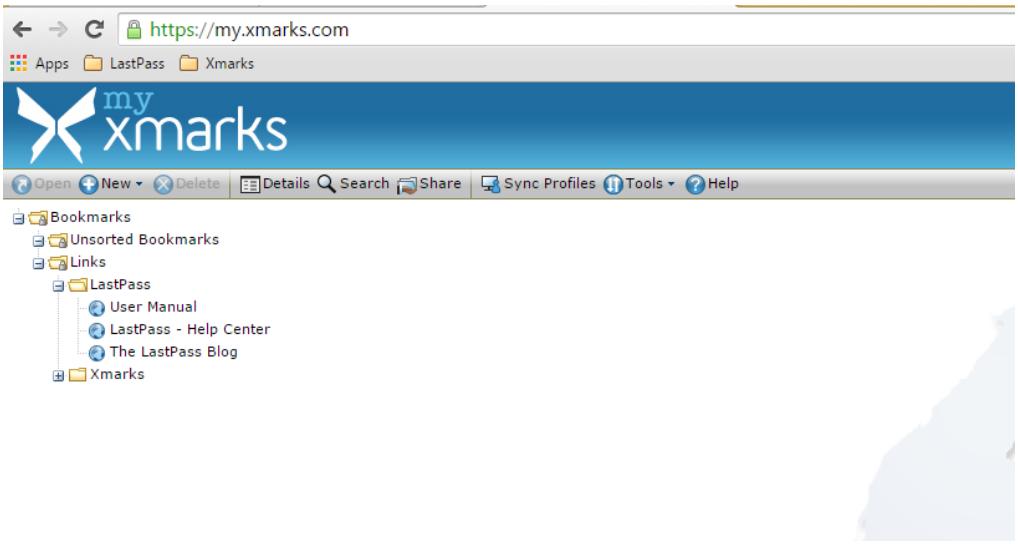

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Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color" id="h1"]

[tabbed_section]
[tab title="Firefox" id="t1"]

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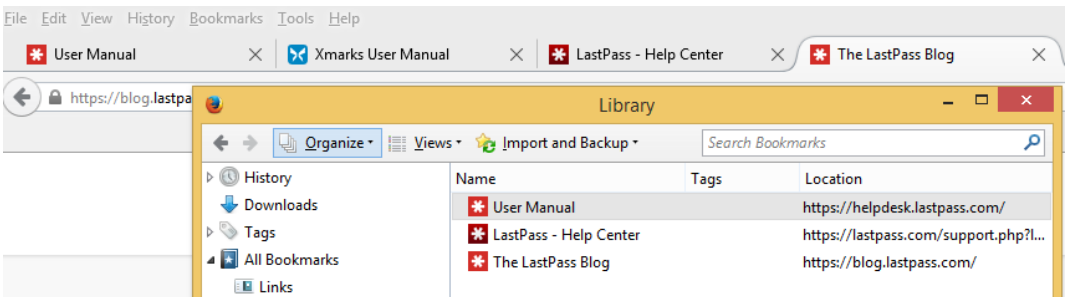

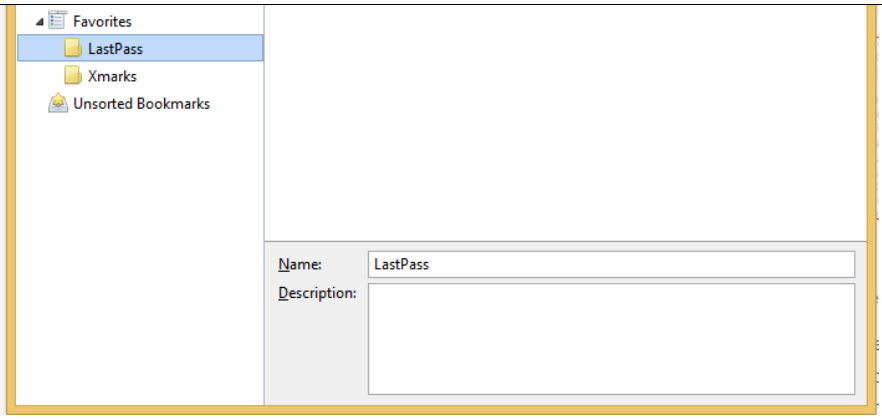

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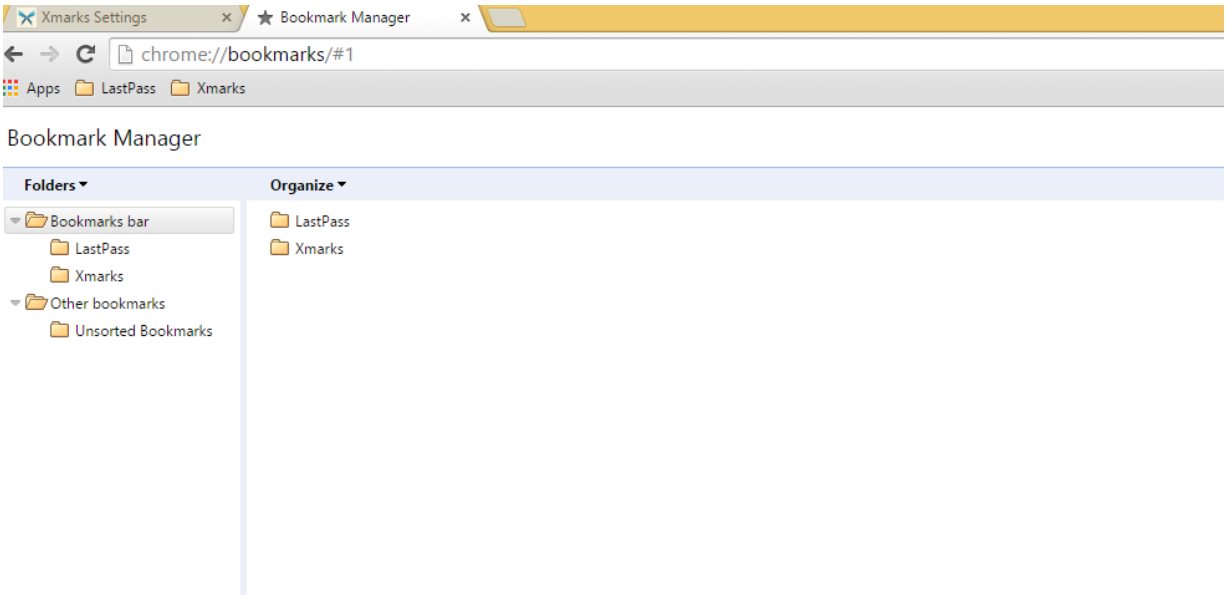

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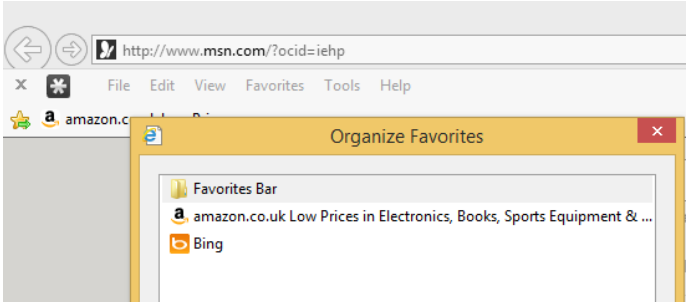

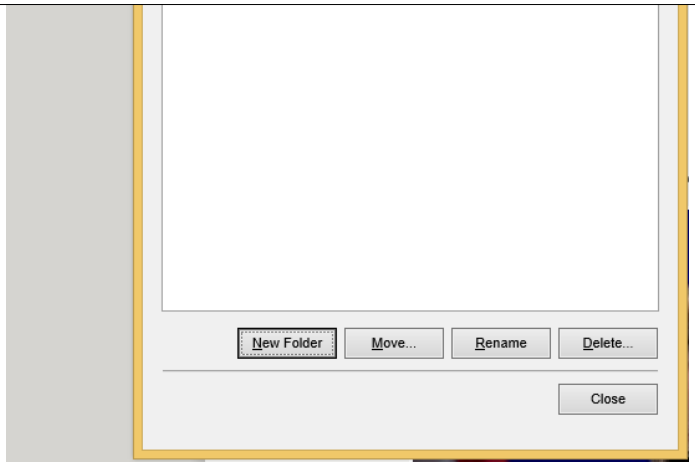

[/tab]

[tab title="Safari" id="t4"]

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[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

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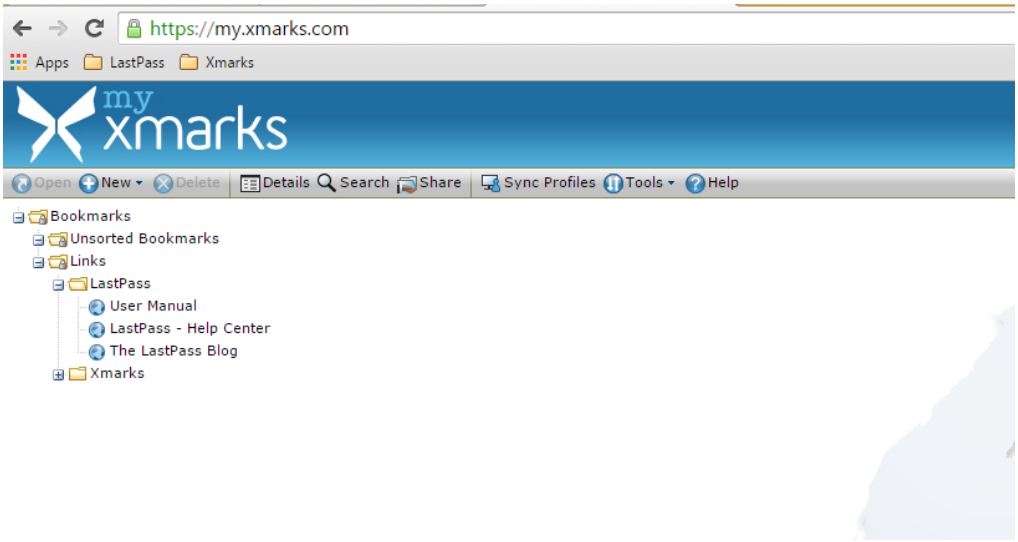

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[/accordion-item]
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Organize Your Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Organize Your Bookmarks Within Your Browsers" color="Accent-Color" id="h1"]

[tabbed_section]
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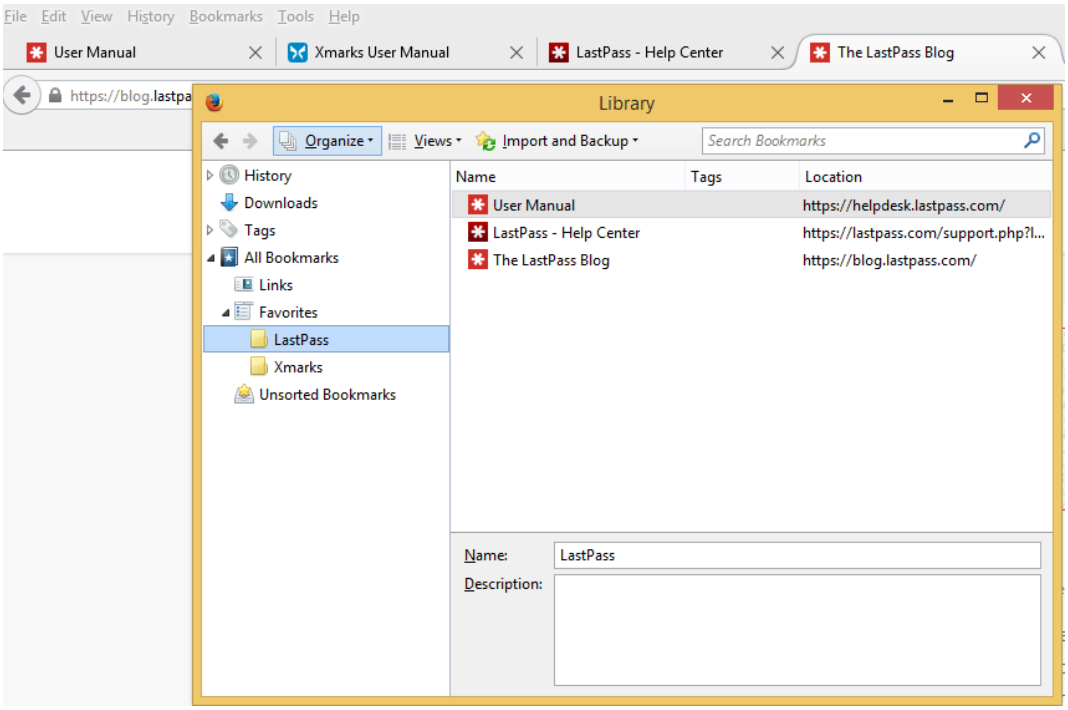

[/tab]

[tab title="Chrome" id="t2"]

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3. Select the folder you wish to sort.
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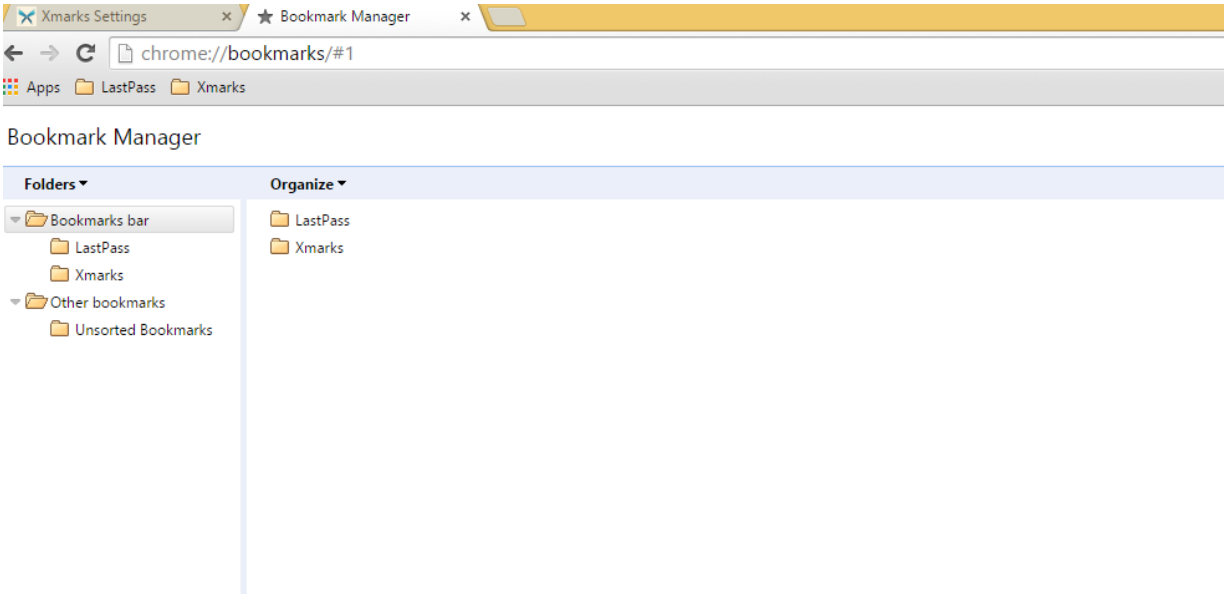

[/tab]

[tab title="Internet Explorer" id="t3"]

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2. Click "Organize Favorites".

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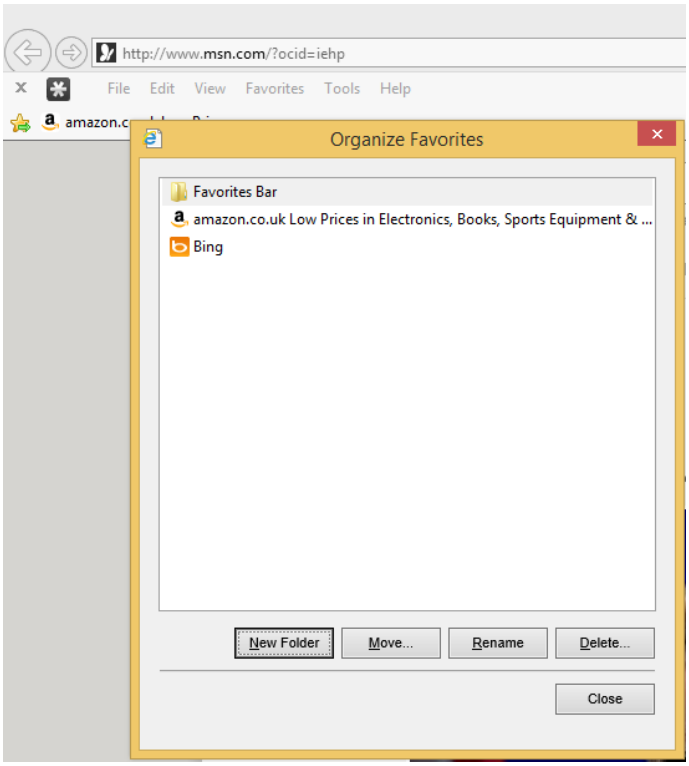

[/tab]

[tab title="Safari" id="t4"]

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[accordion-item title="Organize Your Bookmarks Within Xmarks Server" color="Accent-Color" id="h2"]

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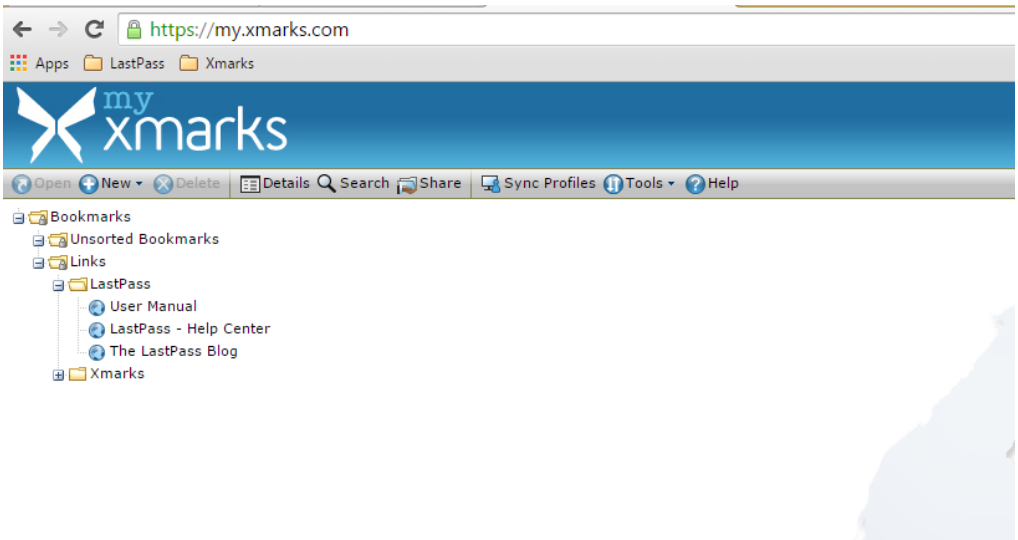


Once you've reorganized your bookmarks, whether within your browser or on the server, be sure to **sync your bookmarks** to see the changes on all devices.

[/accordion-item]
[/accordion]

Open Tab Sync

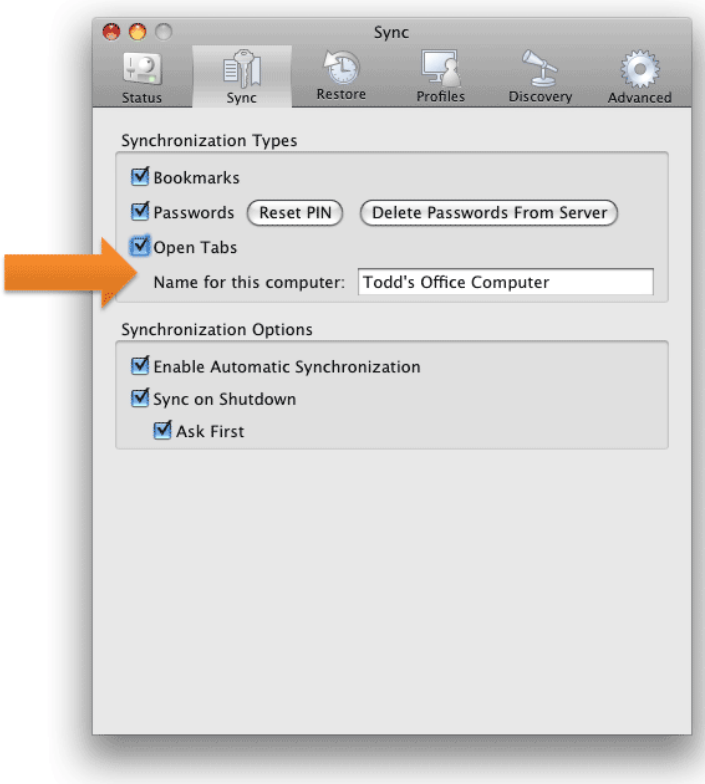
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.



Once this feature is enabled, a simple sync (Xmarks icon > Synchronize Now) will save your windows and browsers.

[/accordion-item]
[accordion-item title="Open Remote Tabs" color="Accent-Color" id="h3"]

Access your Open Tabs:

[tabbed_section]

[tab title="Chrome & Safari" id="t1"]

1. Left-click the Xmarks icon.
2. Select Open Remote Tab.

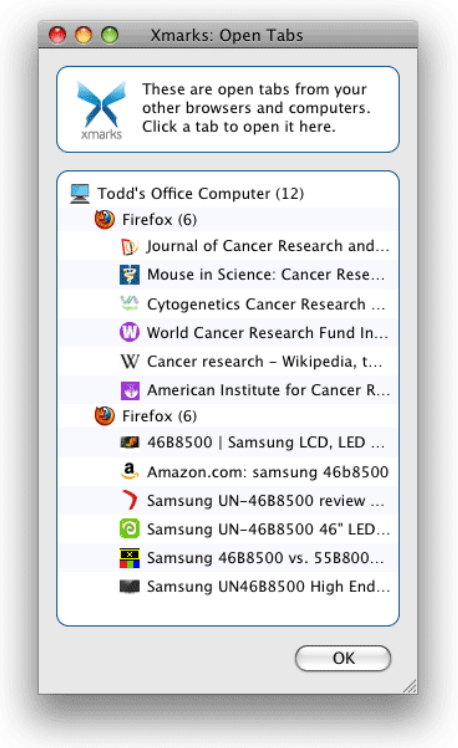
[/tab]
[tab title="IE & Firefox" id="t2"]

1. Right-click the Xmarks icon.
2. Select Open Remote Tab.

Open Tab Hotkey for Firefox only: Ctrl+Shift+Y

[/tab]
[/tabbed_section]

Once you've opened your Remote Tab list (shown below), select a browser or a specific tab to open that site(s) in your current browser.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[/accordion-item]
[accordion-item title="Open Tabs for Mobile Devices" color="Accent-Color" id="h3"]

Premium members can view and access their tabs on supported smartphones and tablets.

1. Login to the Xmarks App.
2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".
4. Your list of computers, windows and browser will appear.
5. Click on an entry to launch in Xmarks Mobile.

*Note that these steps and screenshots will look different in Safari.

[/accordion-item]
[accordion-item title="Clear Tab Data" color="Accent-Color" id="h4"]

To clear your Open Tab data:

1. Go to my.xmarks.com.
2. Select "Tools".
3. Select "Open Remote Tabs".
4. Click "Clear Data".
5. The list that appears shows each browser for which Xmarks has open tabs. Select the browsers whose data you wish to remove from the Xmarks servers by checking the box to the left.
6. Click "Delete".

[/accordion-item]
[/accordion]

Open Tab Sync

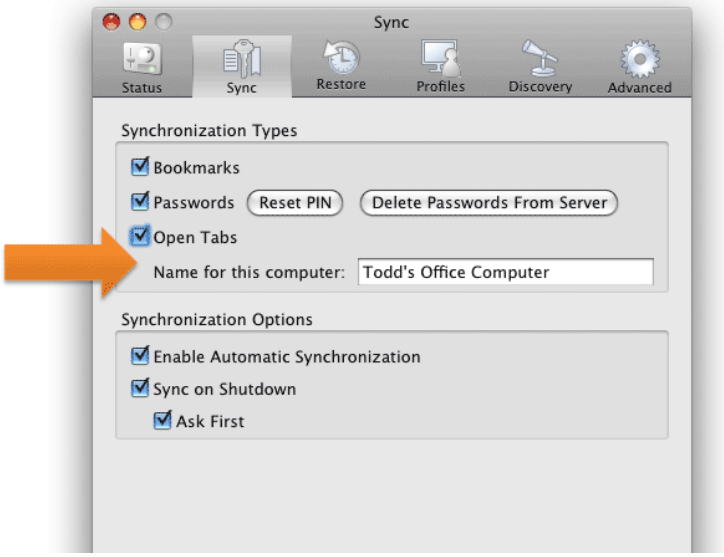
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

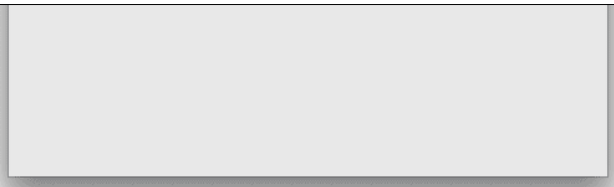
Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.





Once this feature is enabled, a simple sync (Xmarks icon > Synchronize Now) will save your windows and browsers.

[/accordion-item]
[accordion-item title="Open Remote Tabs" color="Accent-Color" id="h3"]

Access your Open Tabs:

[tabbed_section]
[tab title="Chrome & Safari" id="t1"]

1. Left-click the Xmarks icon.
2. Select Open Remote Tab.

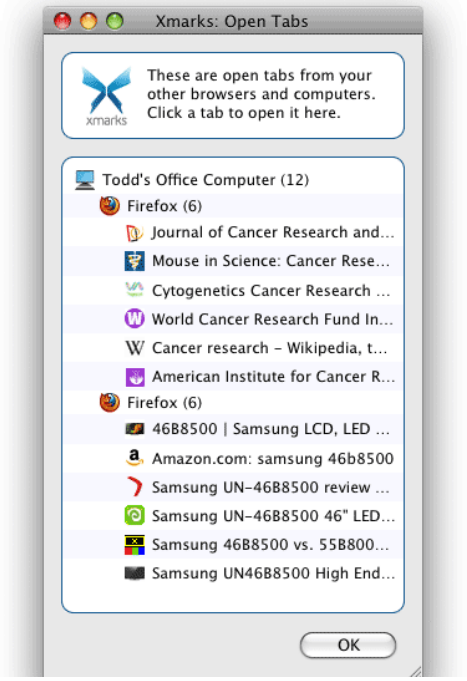
[/tab]
[tab title="IE & Firefox" id="t2"]

1. Right-click the Xmarks icon.
2. Select Open Remote Tab.

Open Tab Hotkey for Firefox only: Ctrl+Shift+Y

[/tab]
[/tabbed_section]

Once you've opened your Remote Tab list (shown below), select a browser or a specific tab to open that site(s) in your current browser.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[/accordion-item]
[accordion-item title="Open Tabs for Mobile Devices" color="Accent-Color" id="h3"]

Premium members can view and access their tabs on supported smartphones and tablets.

1. Login to the Xmarks App.
2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".
4. Your list of computers, windows and browser will appear.
5. Click on an entry to launch in Xmarks Mobile.

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[accordion-item title="Clear Tab Data" color="Accent-Color" id="h4"]

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1. Go to my.xmarks.com.
2. Select "Tools".
3. Select "Open Remote Tabs".
4. Click "Clear Data".
5. The list that appears shows each browser for which Xmarks has open tabs. Select the browsers whose data you wish to remove from the Xmarks servers by checking the box to the left.
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[/accordion]

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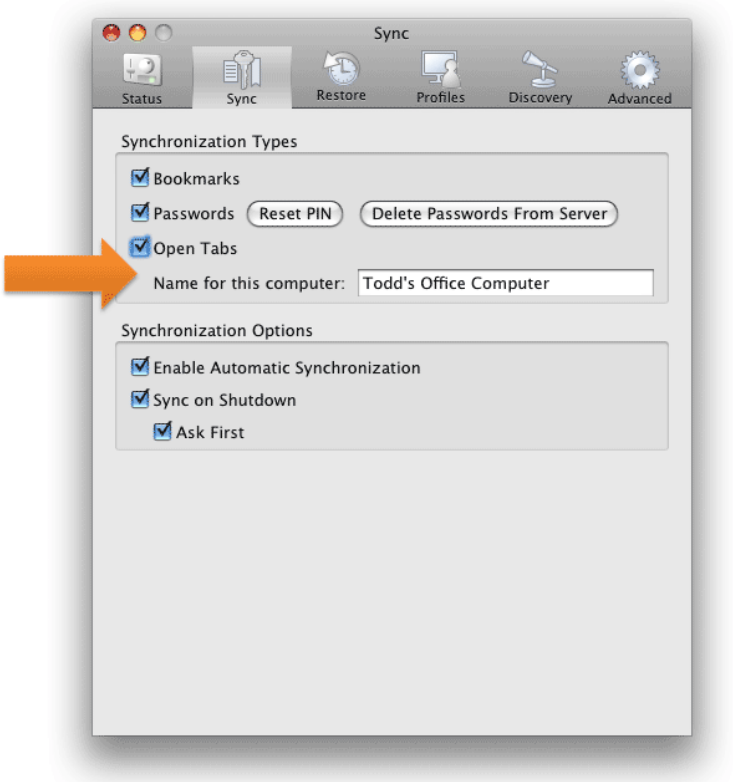
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.



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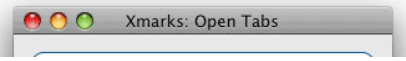

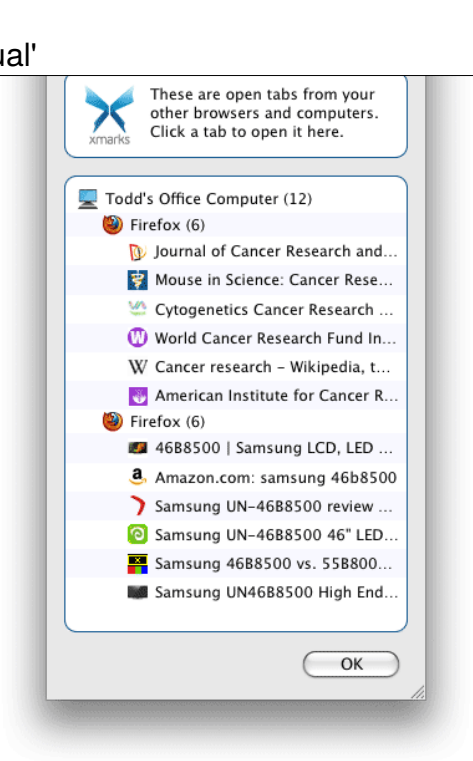
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[/accordion-item]
[accordion-item title="Open Tabs for Mobile Devices" color="Accent-Color" id="h3"]

Premium members can view and access their tabs on supported smartphones and tablets.

1. Login to the Xmarks App.
2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".
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[accordion-item title="Clear Tab Data" color="Accent-Color" id="h4"]

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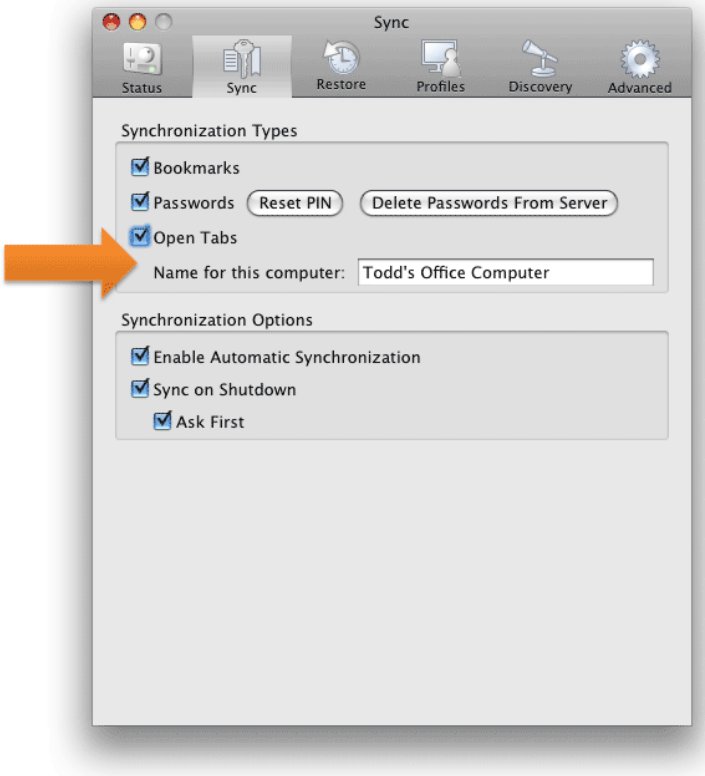
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.



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[accordion-item title="Open Remote Tabs" color="Accent-Color" id="h3"]

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[tab title="Chrome & Safari" id="t1"]

1. Left-click the Xmarks icon.
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2. Select Open Remote Tab.

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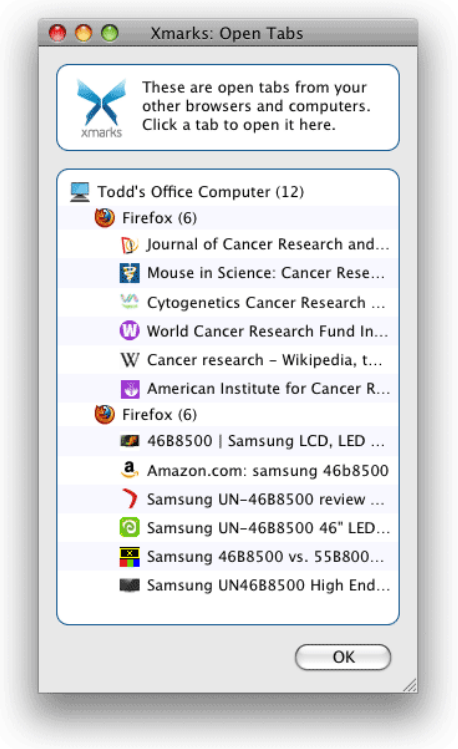
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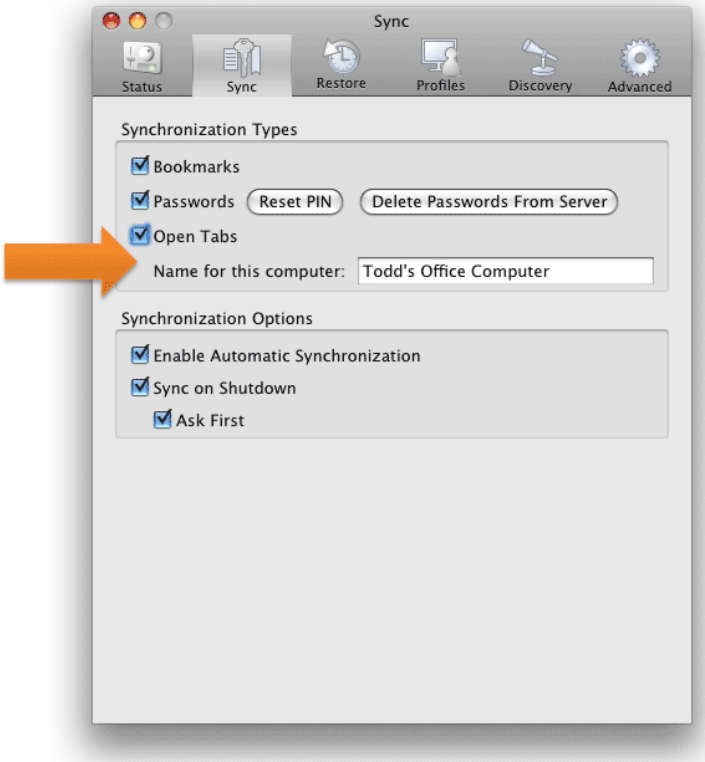
Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.



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[tab title="Chrome & Safari" id="t1"]

1. Left-click the Xmarks icon.
2. Select Open Remote Tab.

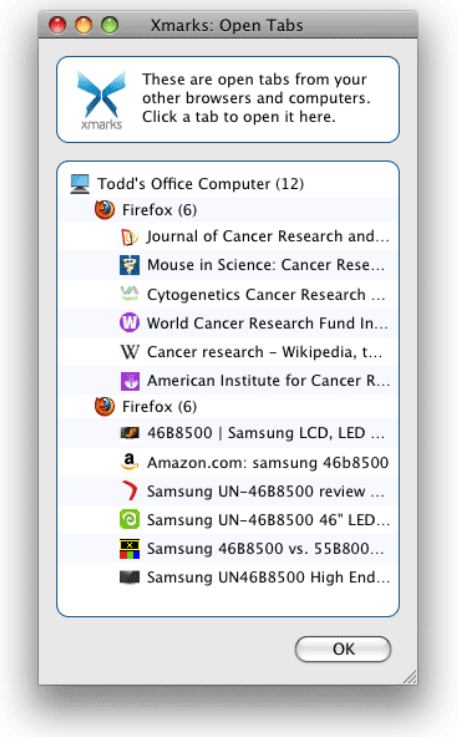
[/tab]
[tab title="IE & Firefox" id="t2"]

1. Right-click the Xmarks icon.
2. Select Open Remote Tab.

Open Tab Hotkey for Firefox only: Ctrl+Shift+Y

[/tab]
[/tabbed_section]

Once you've opened your Remote Tab list (shown below), select a browser or a specific tab to open that site(s) in your current browser.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[/accordion-item]
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2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".
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5. Click on an entry to launch in Xmarks Mobile.

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To clear your Open Tab data:

1. Go to my.xmarks.com.
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Open Tab Sync

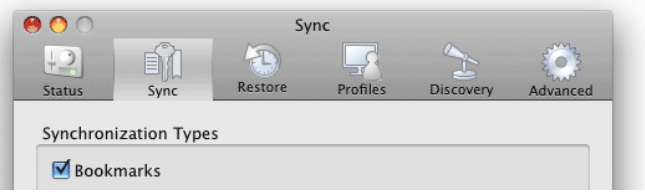
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

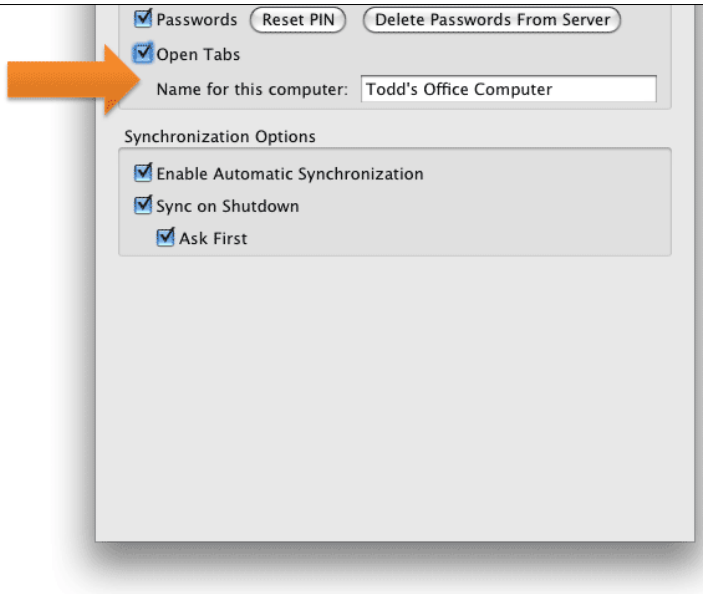
Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.





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[/accordion-item]
[accordion-item title="Open Remote Tabs" color="Accent-Color" id="h3"]

Access your Open Tabs:

[tabbed_section]
[tab title="Chrome & Safari" id="t1"]

1. Left-click the Xmarks icon.
2. Select Open Remote Tab.

[/tab]
[tab title="IE & Firefox" id="t2"]

1. Right-click the Xmarks icon.
2. Select Open Remote Tab.

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[/tab]
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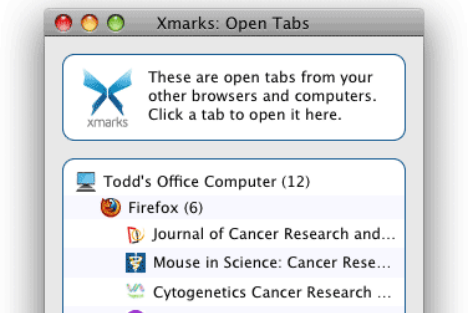
Once you've opened your Remote Tab list (shown below), select a browser or a specific tab to open that site(s) in your current browser.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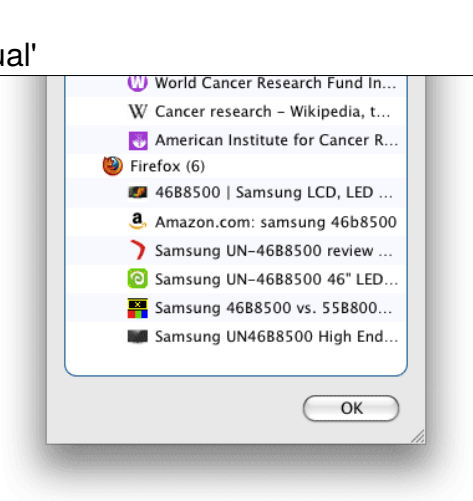

[/accordion-item]
[accordion-item title="Open Tabs for Mobile Devices" color="Accent-Color" id="h3"]

Premium members can view and access their tabs on supported smartphones and tablets.

1. Login to the Xmarks App.
2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".
4. Your list of computers, windows and browser will appear.
5. Click on an entry to launch in Xmarks Mobile.

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[/accordion-item]
[accordion-item title="Clear Tab Data" color="Accent-Color" id="h4"]

To clear your Open Tab data:

1. Go to my.xmarks.com.
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3. Select "Open Remote Tabs".
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5. The list that appears shows each browser for which Xmarks has open tabs. Select the browsers whose data you wish to remove from the Xmarks servers by checking the box to the left.
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[/accordion-item]
[/accordion]

Open Tab Sync

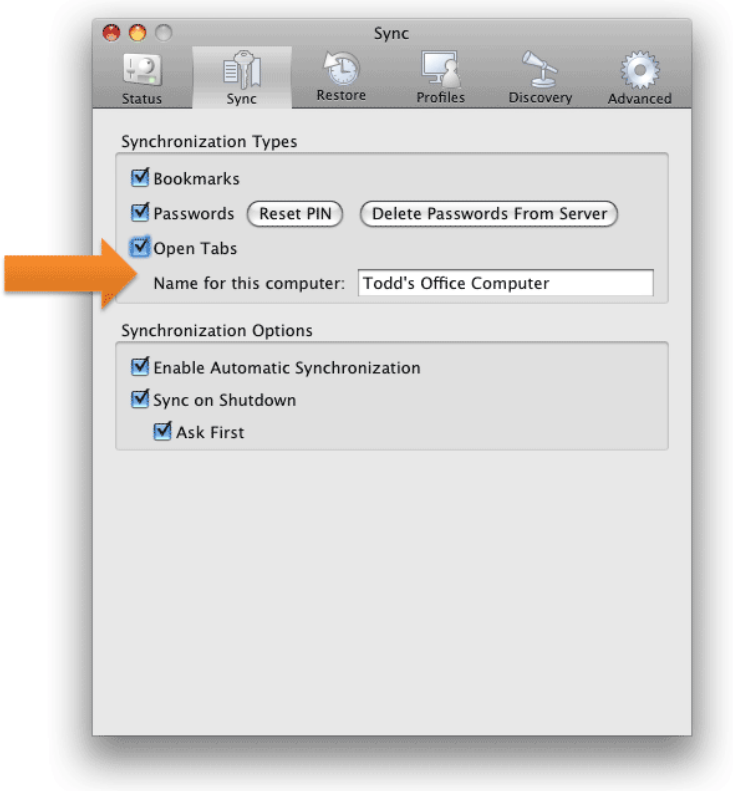
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.



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[tab title="Chrome & Safari" id="t1"]

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[/tab]
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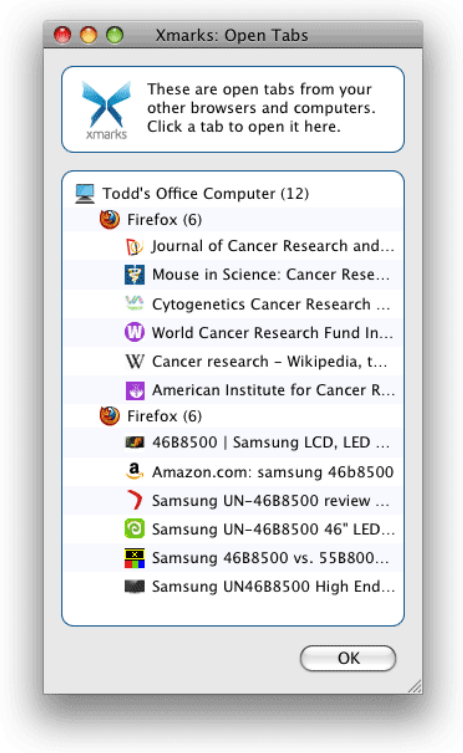
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1. Login to the Xmarks App.
2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".
4. Your list of computers, windows and browser will appear.
5. Click on an entry to launch in Xmarks Mobile.

*Note that these steps and screenshots will look different in Safari.

[/accordion-item]
[accordion-item title="Clear Tab Data" color="Accent-Color" id="h4"]

To clear your Open Tab data:

1. Go to my.xmarks.com.
2. Select "Tools".
3. Select "Open Remote Tabs".
4. Click "Clear Data".
5. The list that appears shows each browser for which Xmarks has open tabs. Select the

browsers whose data you wish to remove from the Xmarks servers by checking the box to the left.

6. Click "Delete".

[/accordion-item]
[/accordion]

Open Tab Sync

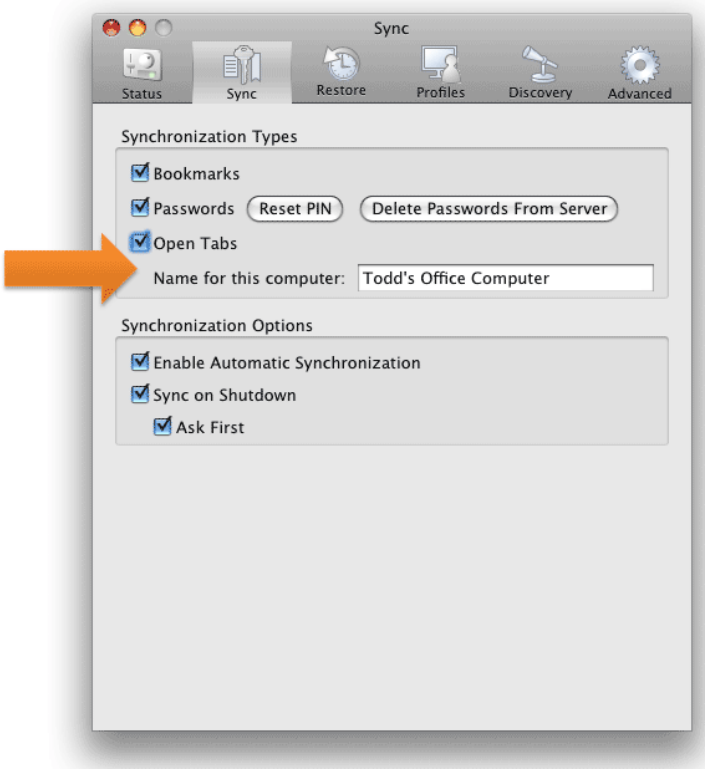
[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.
4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.



Once this feature is enabled, a simple sync (Xmarks icon > Synchronize Now) will save your windows and browsers.

[/accordion-item]
[accordion-item title="Open Remote Tabs" color="Accent-Color" id="h3"]

Access your Open Tabs:

[tabbed_section]
[tab title="Chrome & Safari" id="t1"]

1. Left-click the Xmarks icon.
2. Select Open Remote Tab.

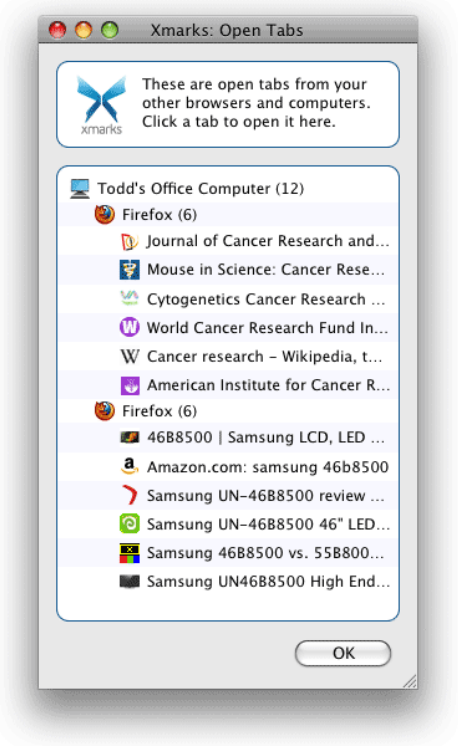
[/tab]
[tab title="IE & Firefox" id="t2"]

1. Right-click the Xmarks icon.
2. Select Open Remote Tab.

Open Tab Hotkey for Firefox only: Ctrl+Shift+Y

[/tab]
[/tabbed_section]

Once you've opened your Remote Tab list (shown below), select a browser or a specific tab to open that site(s) in your current browser.


Xmarks: Open Tabs
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xmarks
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Journal of Cancer Research and...
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Samsung UN46B8500 High End...
OK

[/accordion-item]
[accordion-item title="Open Tabs for Mobile Devices" color="Accent-Color" id="h3"]

Premium members can view and access their tabs on supported smartphones and tablets.

1. Login to the Xmarks App.
2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".

4. Your list of computers, windows and browser will appear.
5. Click on an entry to launch in Xmarks Mobile.

*Note that these steps and screenshots will look different in Safari.

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[accordion-item title="Clear Tab Data" color="Accent-Color" id="h4"]

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3. Select "Open Remote Tabs".
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[/accordion-item]
[/accordion]

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[accordion openfirst=true scroll=true clicktoclose=true]
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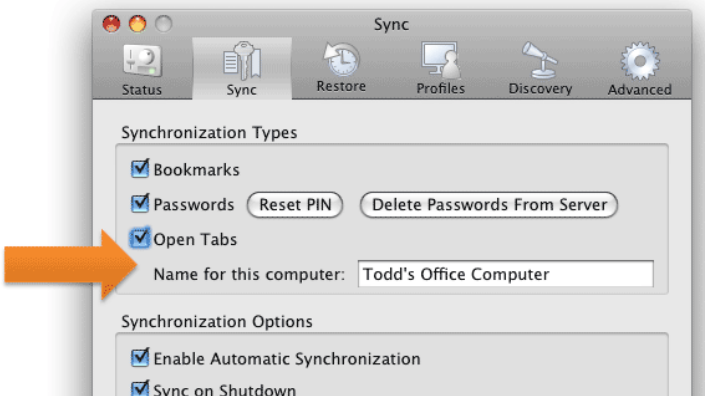

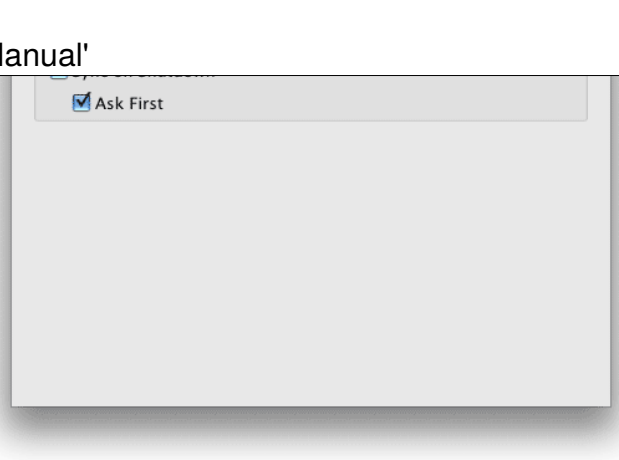

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[accordion-item title="Open Remote Tabs" color="Accent-Color" id="h3"]

Access your Open Tabs:

[tabbed_section]
[tab title="Chrome & Safari" id="t1"]

1. Left-click the Xmarks icon.
2. Select Open Remote Tab.

[/tab]
[tab title="IE & Firefox" id="t2"]

1. Right-click the Xmarks icon.
2. Select Open Remote Tab.

Open Tab Hotkey for Firefox only: Ctrl+Shift+Y

[/tab]
[/tabbed_section]

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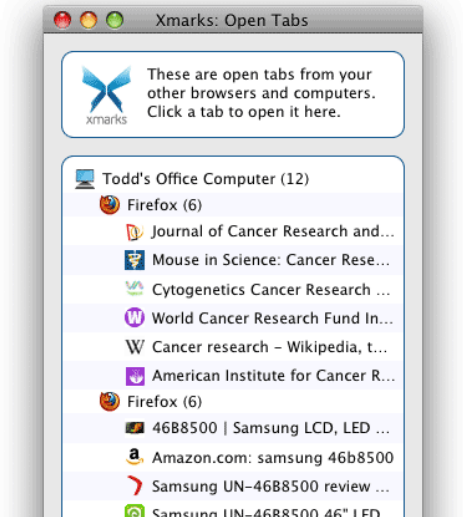
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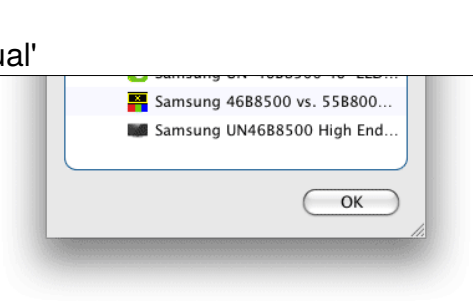

[/accordion-item]
[accordion-item title="Open Tabs for Mobile Devices" color="Accent-Color" id="h3"]

Premium members can view and access their tabs on supported smartphones and tablets.

1. Login to the Xmarks App.
2. Select "Xmarks Mobile" (located in the top left corner).
3. Select "Open Remote Tabs".
4. Your list of computers, windows and browser will appear.
5. Click on an entry to launch in Xmarks Mobile.

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[/accordion-item]
[accordion-item title="Clear Tab Data" color="Accent-Color" id="h4"]

To clear your Open Tab data:

1. Go to my.xmarks.com.
2. Select "Tools".
3. Select "Open Remote Tabs".
4. Click "Clear Data".
5. The list that appears shows each browser for which Xmarks has open tabs. Select the browsers whose data you wish to remove from the Xmarks servers by checking the box to the left.
6. Click "Delete".

[/accordion-item]
[/accordion]

Open Tab Sync

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Open Tab Sync" color="Accent-Color" id="h1"]

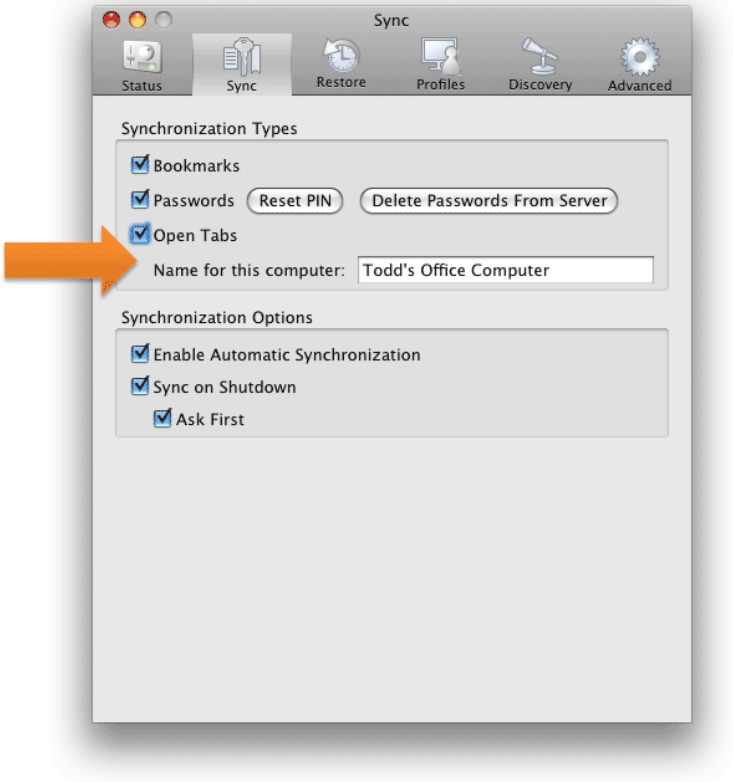
Xmarks syncs and stores your open tabs on supported browsers and computers.

[/accordion-item]
[accordion-item title="Enable Open Tab" color="Accent-Color" id="h2"]

Manage your Open Tab settings:

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Sync" tab.

4. Under "Synchronization Types", enable or disabled Open Tabs.
5. Enter a name for your computer into the text field.
6. Click "OK" to save your settings and exit.



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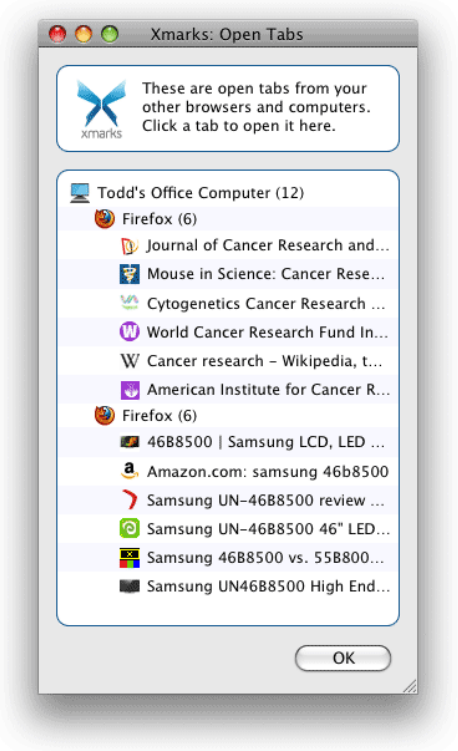
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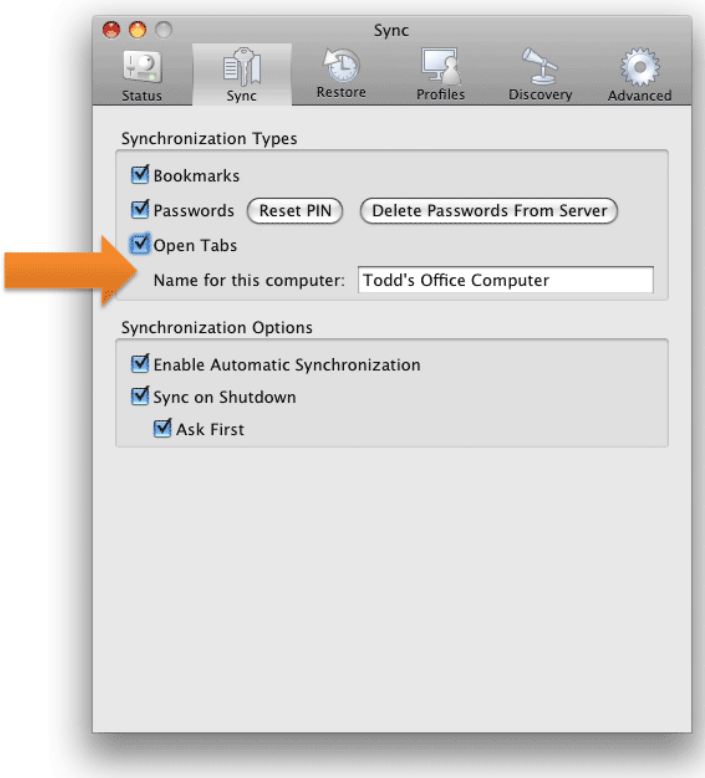

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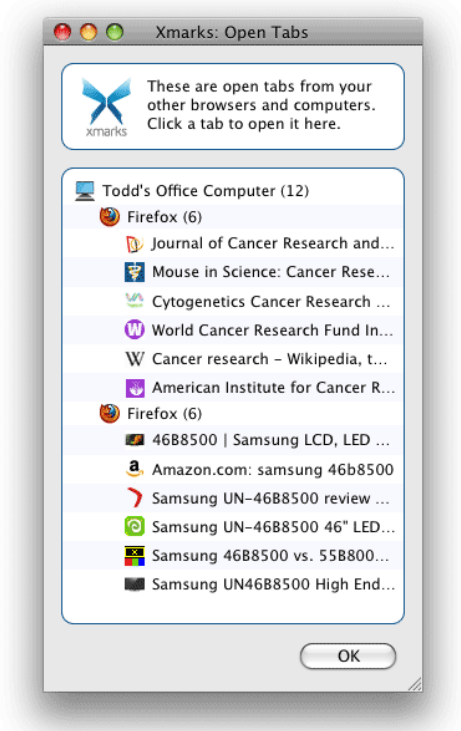
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Open Tab Sync

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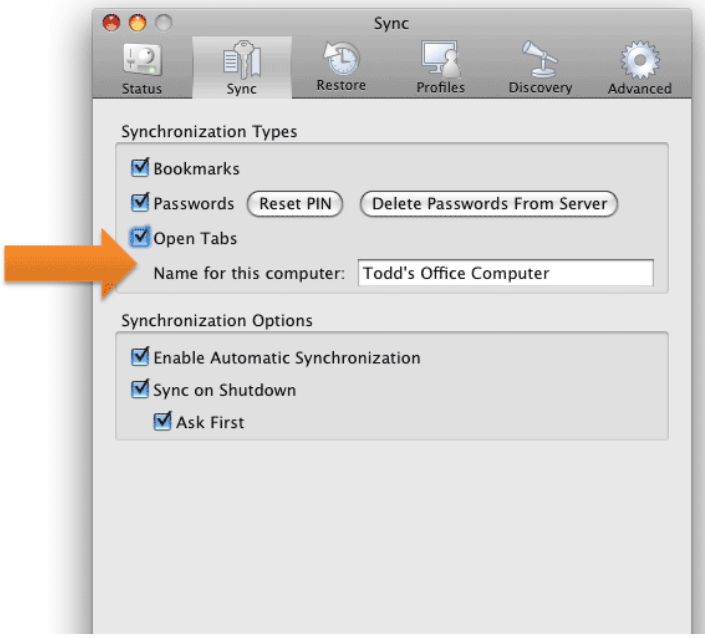

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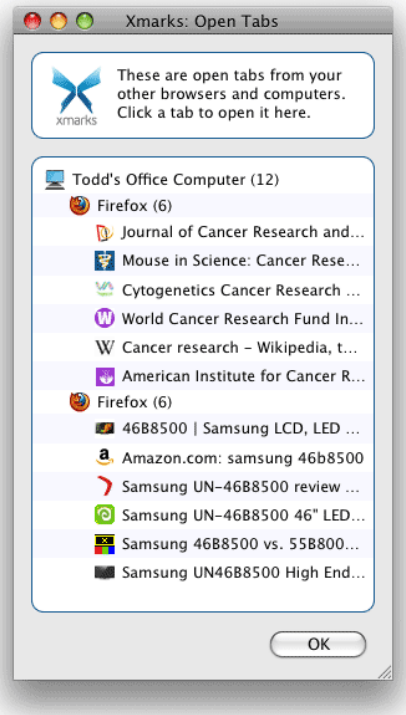
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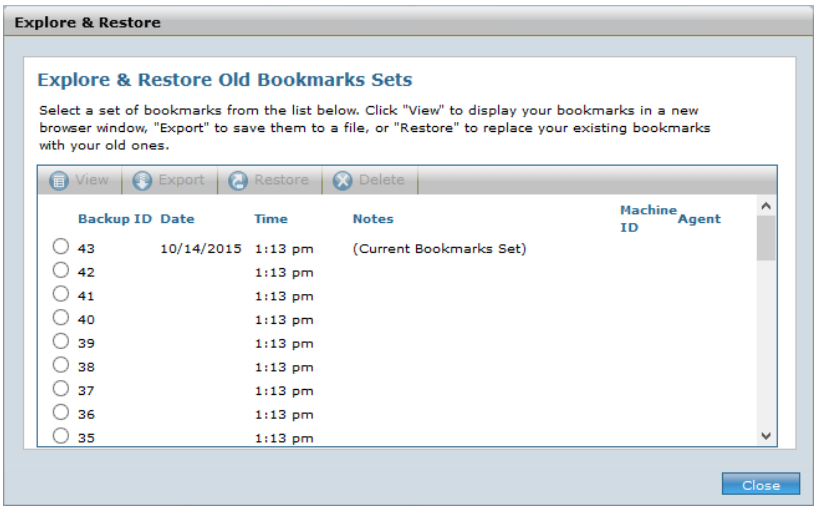
[/accordion-item]
[/accordion]

Backup Recovery

[accordion openfirst=true scroll=true clicktoclose=false]
[accordion-item title="View, Restore or Export Past Bookmarks" color="Accent-Color" id="h1"]


Explore & Restore
Explore & Restore Old Bookmarks Sets
Select a set of bookmarks from the list below. Click "View" to display your bookmarks in a new browser window, "Export" to save them to a file, or "Restore" to replace your existing bookmarks with your old ones.
View
Export
Restore
Delete
Backup ID
Date
Time
Notes
Machine ID
Agent
43 10/14/2015 1:13 pm (Current Bookmarks Set)
42 1:13 pm
41 1:13 pm
40 1:13 pm
39 1:13 pm
38 1:13 pm
37 1:13 pm
36 1:13 pm
35 1:13 pm
Close

1. Go to my.xmarks.com

2. Select, "Tools" in the Menu Bar.
3. Click, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.
5. Click "View" to display a list of that bookmark set. Click "Export" to download a list of that bookmark set. Click "Restore" to replace your current bookmark set with those from the selected date and time.
6. If you choose to restore, a pop-up message will appear to verify your selection.
7. Click, "Yes" to continue then "OK" to reload.

*Note that backup history is kept for three months.

[/accordion-item]
[/accordion]

Backup Recovery

[accordion openfirst=true scroll=true clicktoclose=false]
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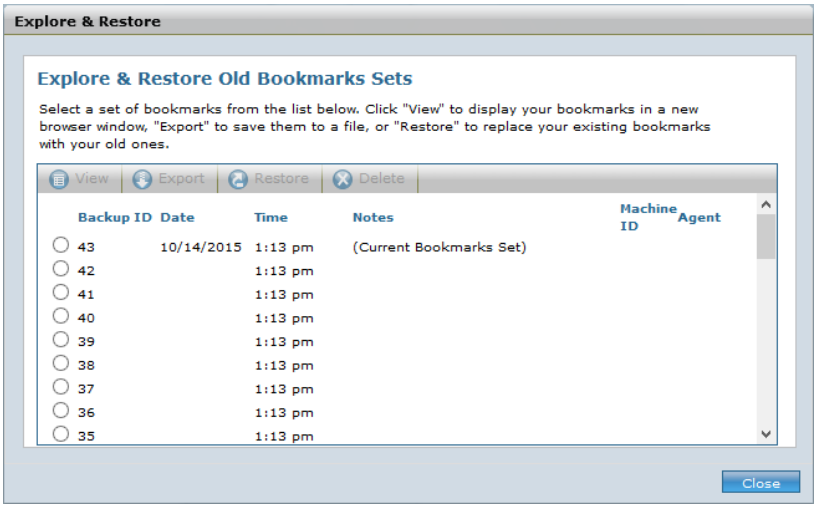
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View
Export
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Backup ID
Date
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43 10/14/2015 1:13 pm (Current Bookmarks Set)
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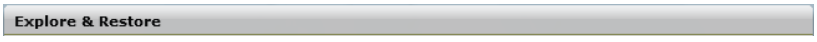

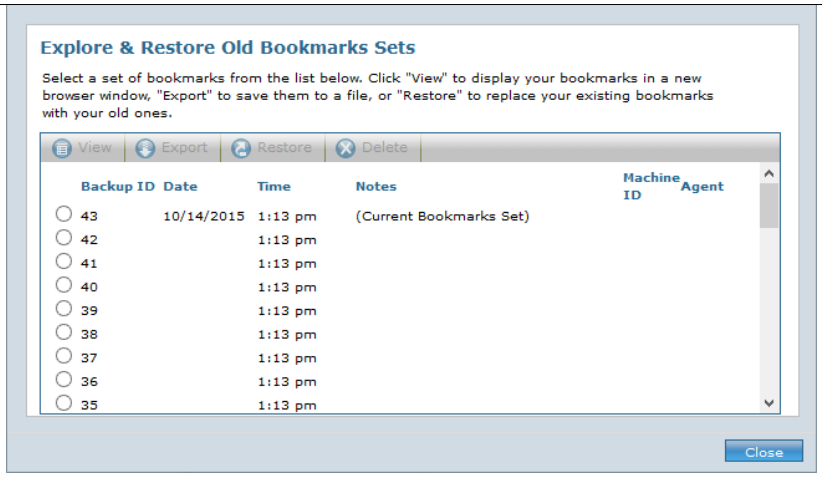
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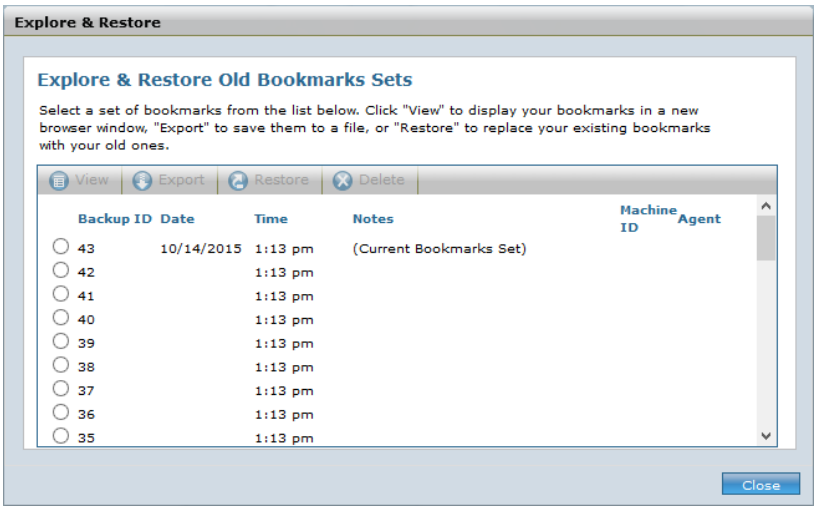
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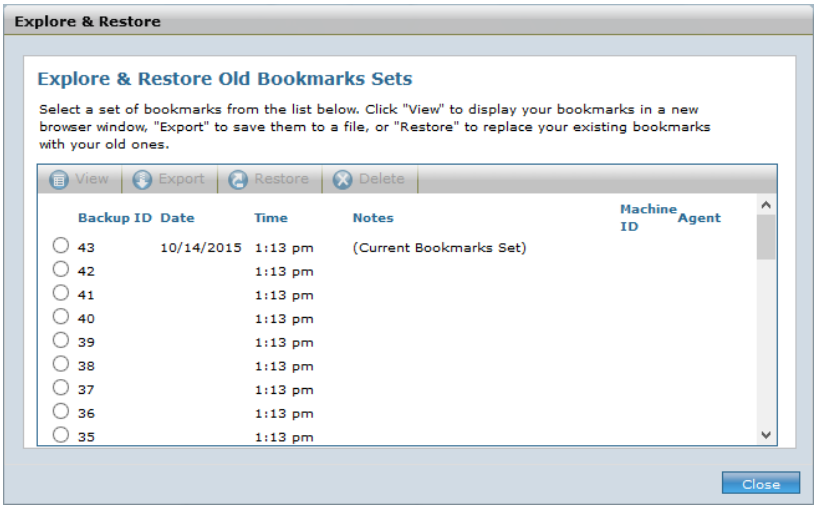
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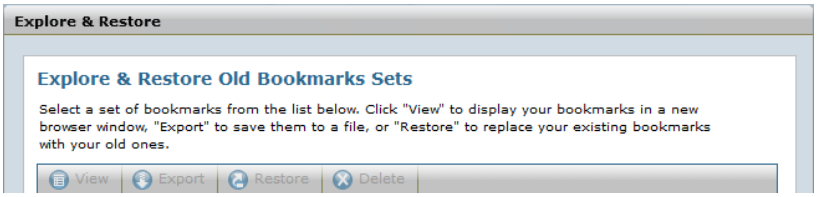
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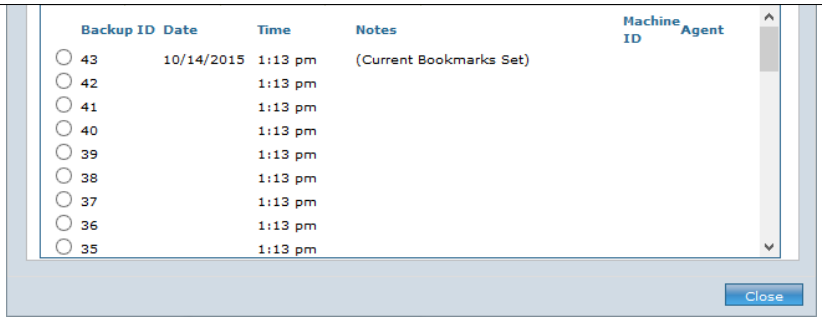

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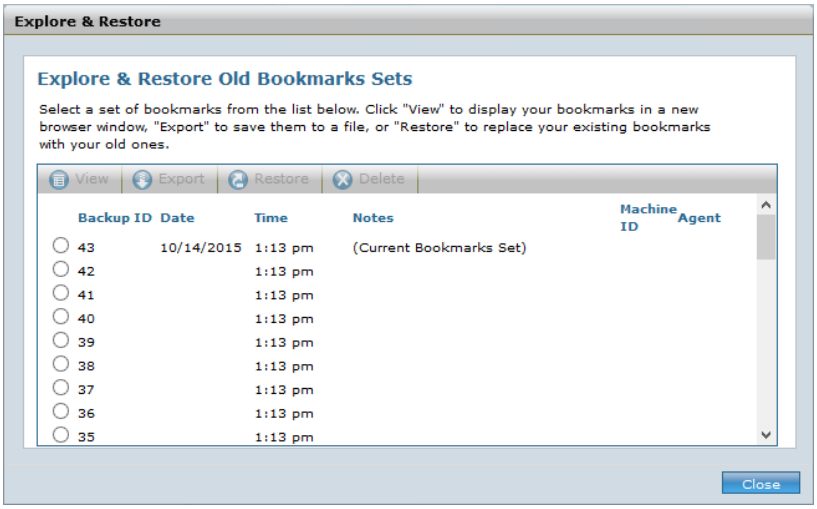
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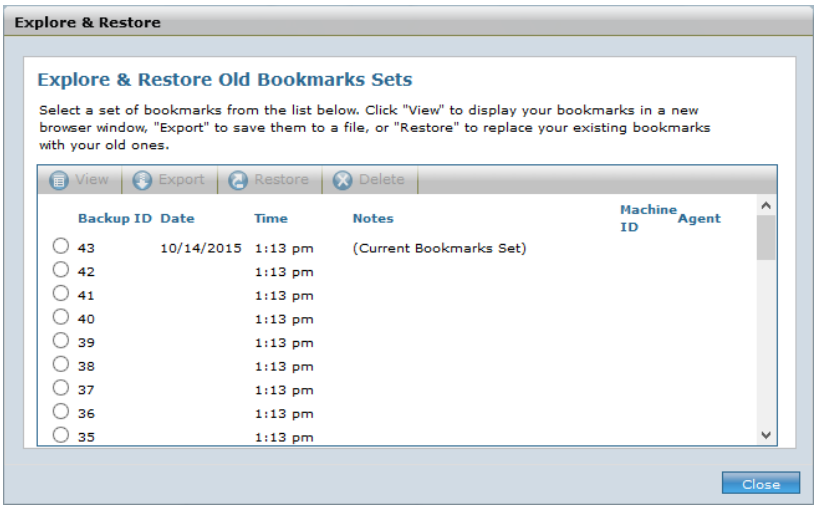
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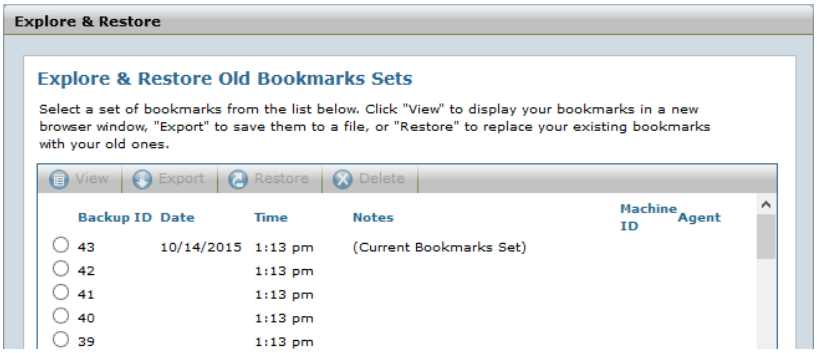
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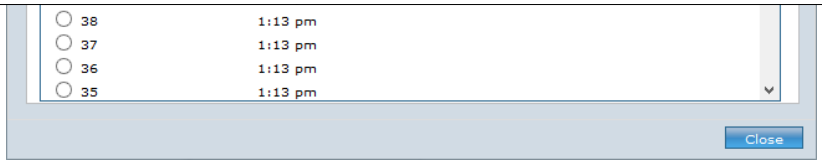

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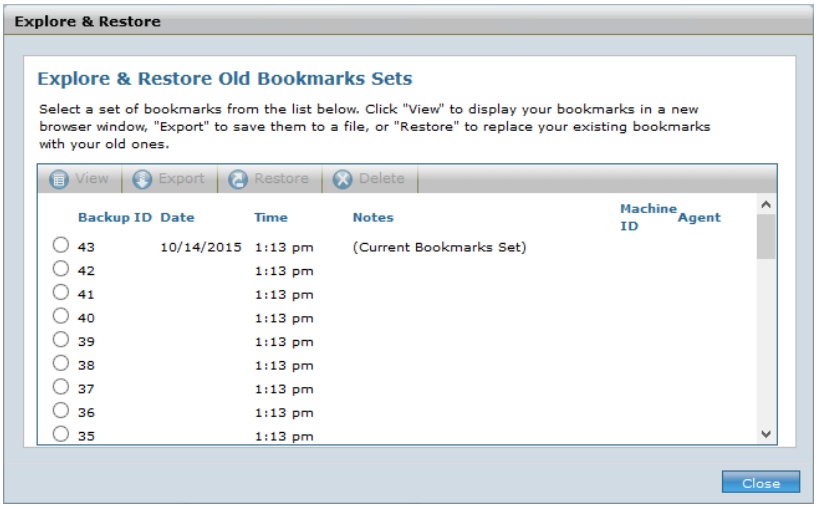
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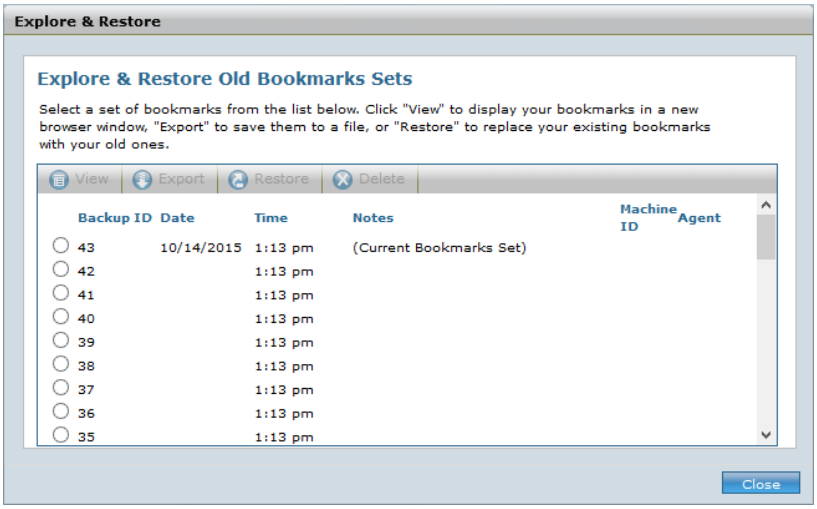
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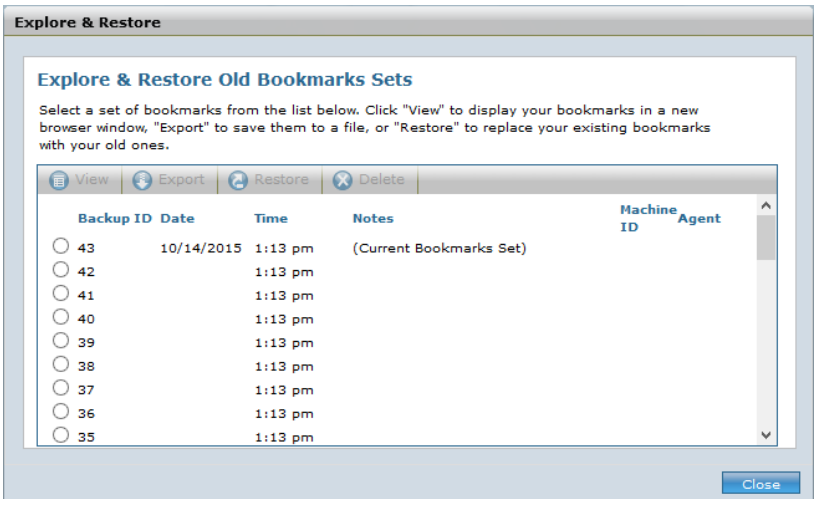
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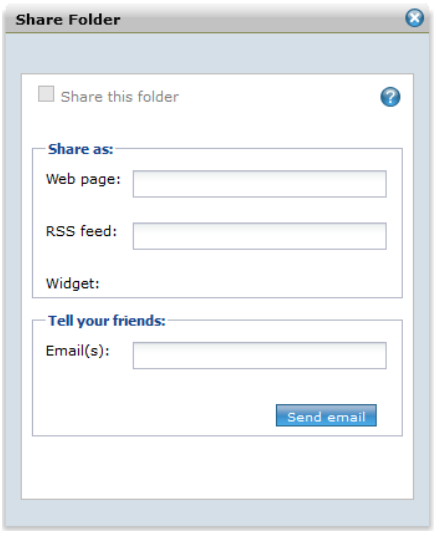

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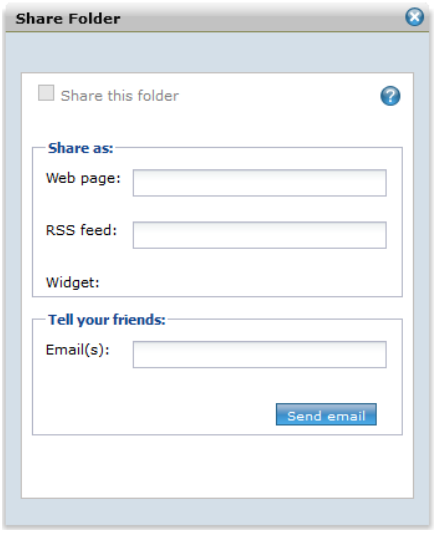

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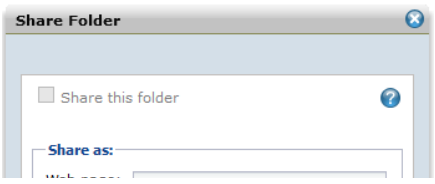

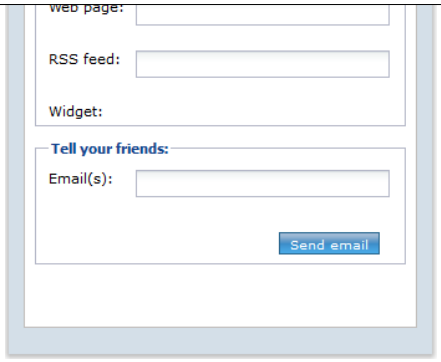

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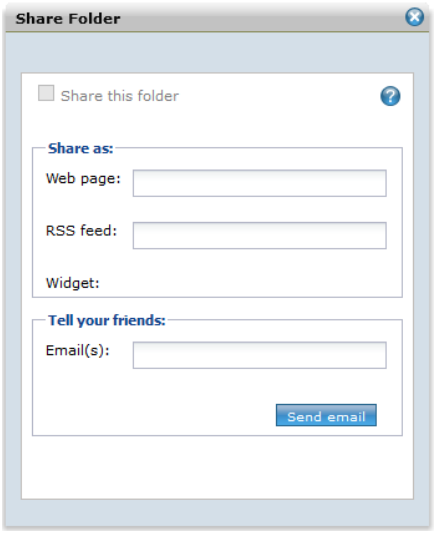

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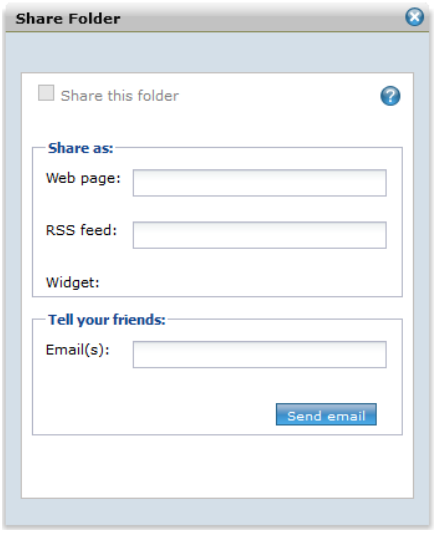

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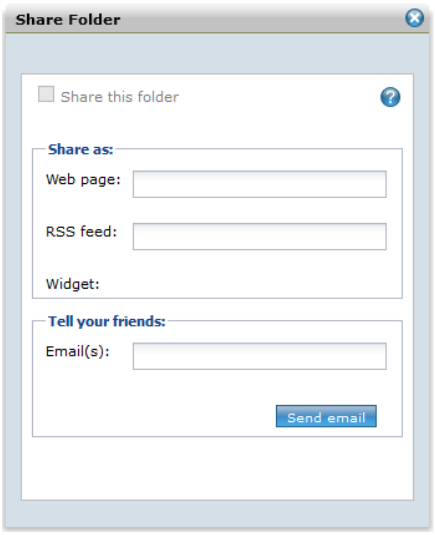

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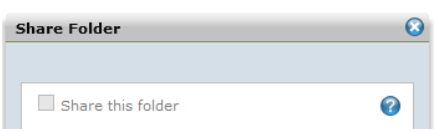

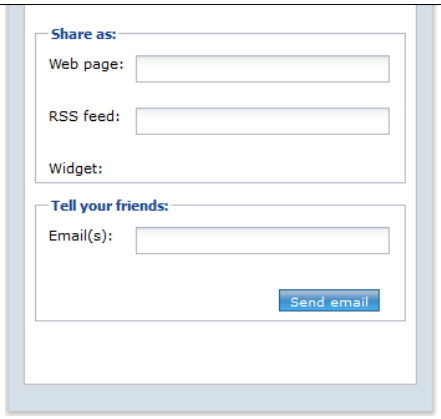

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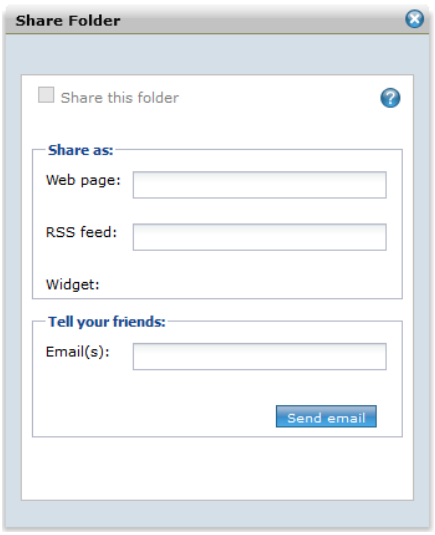

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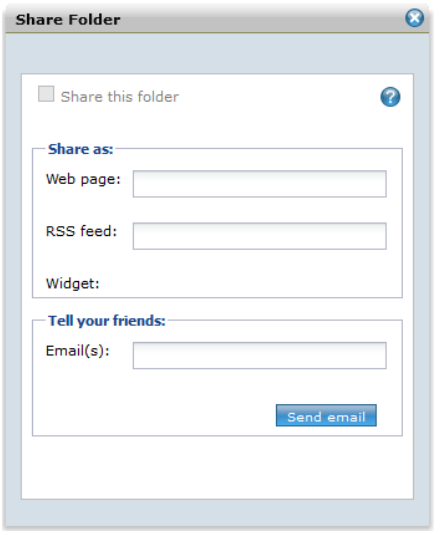

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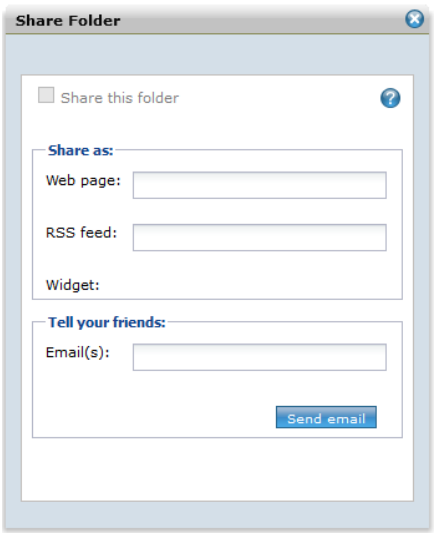

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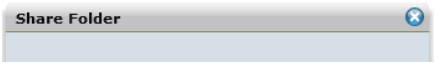

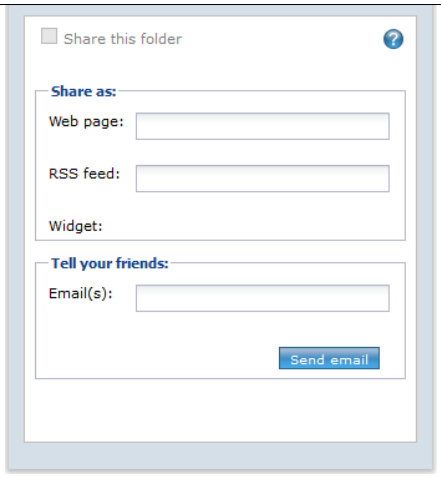

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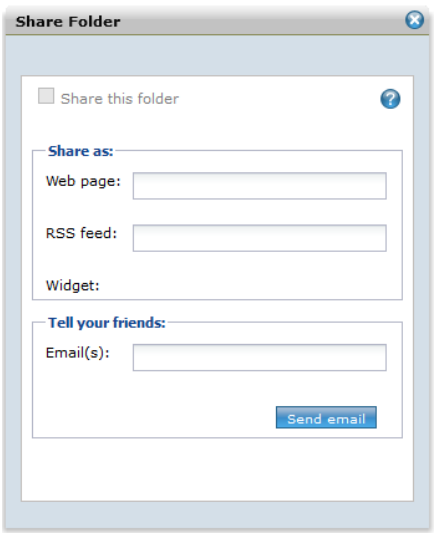

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To enable:

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2. Select "Xmarks Settings".
3. Click on the "Discovery" tab.
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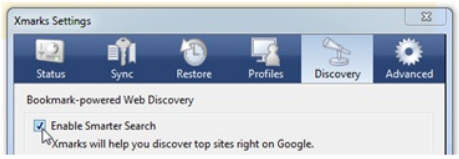
5. Click "OK" to save.



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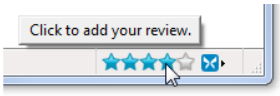

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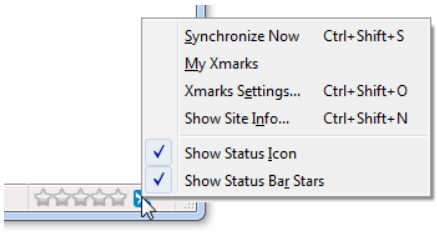

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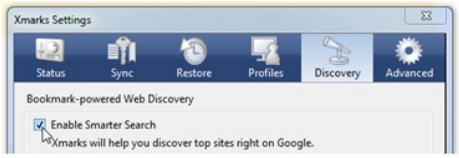

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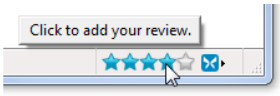

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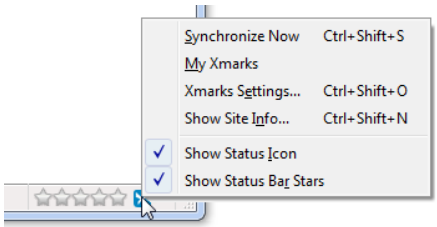

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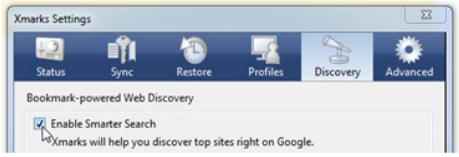

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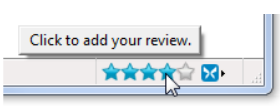

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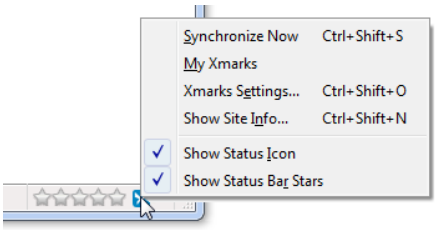

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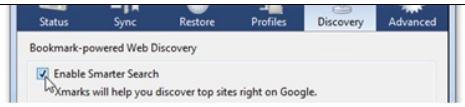

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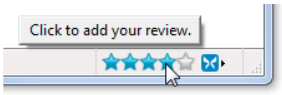

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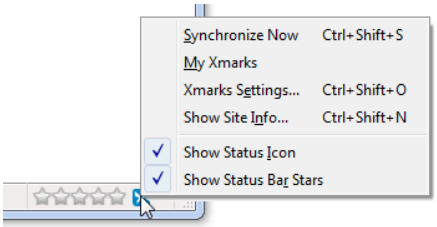

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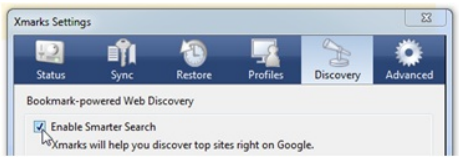

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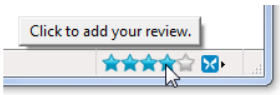

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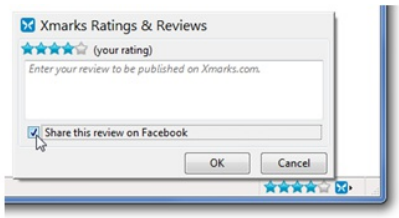

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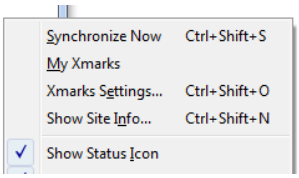

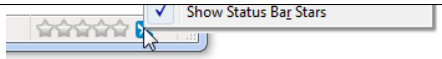

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Discovery

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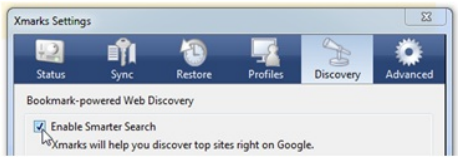

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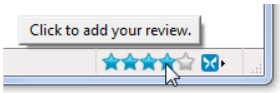

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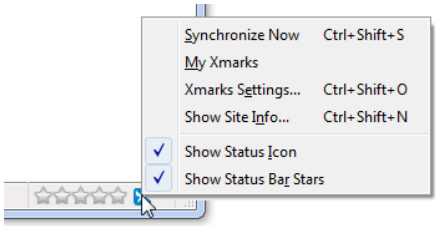

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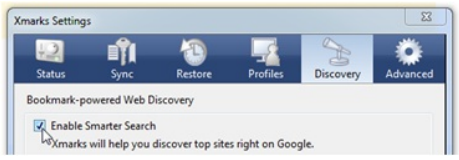

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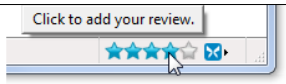

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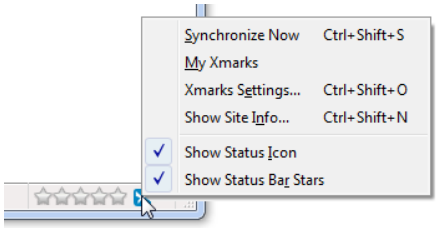

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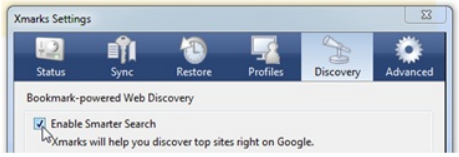

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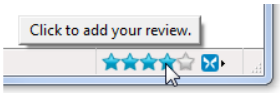

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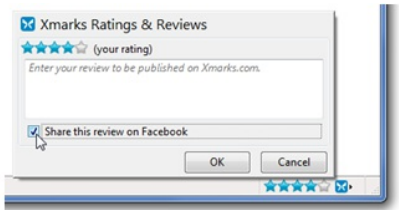

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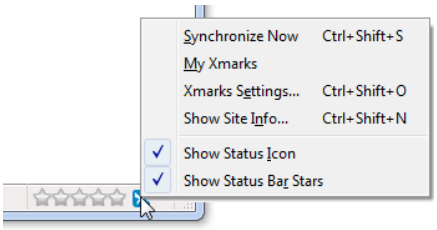

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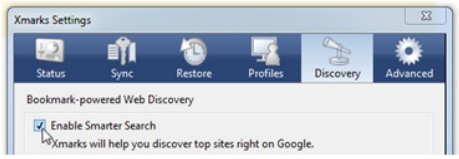

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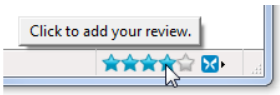

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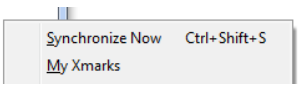

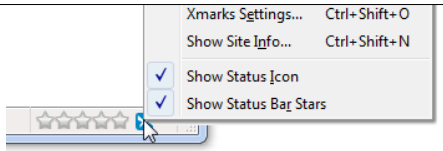

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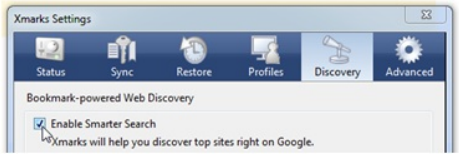

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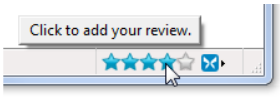

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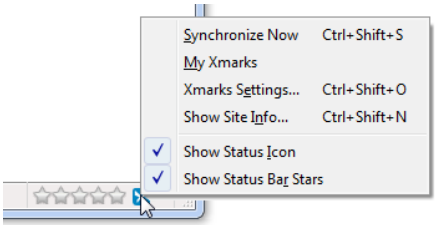

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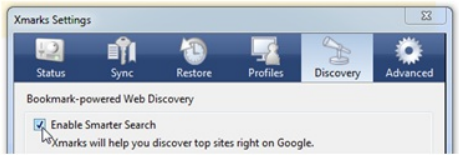

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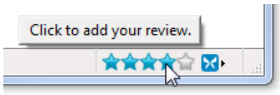

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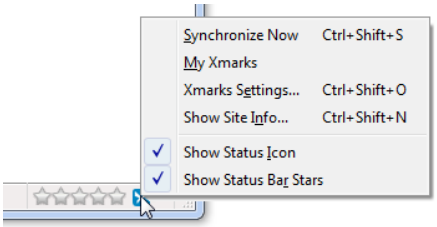

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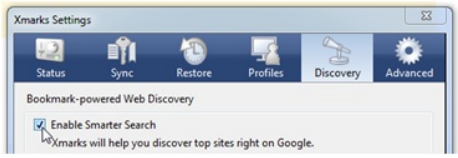

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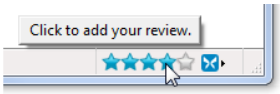
[accordion-item title="Site Tags and Ratings" color="Accent-Color" id="h4"]

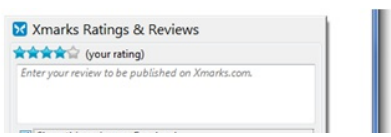
When you bookmark a site, Xmarks will suggest tags for it and let you rate it.

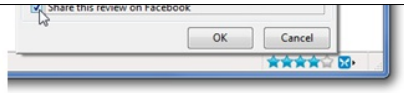
How to rate and review a site:

1. Browse to the site you wish to rate and review.
2. Click on a star rating.



3. You will then have the option to write a brief review and share your thoughts, positive or negative, about the site you&#65533;re on. Checking the &#65533;Share this review&#65533; box will automatically post your review to your stream on Facebook. The first time you do this you&#65533;ll need to link your Facebook account with Xmarks &#65533; after that you can share in just one click.

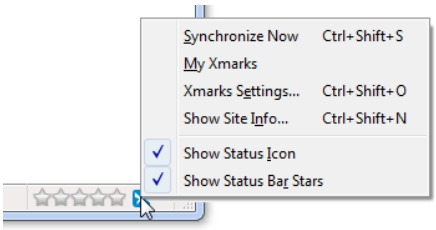




*Note that all ratings and reviews will be made public on your profile page.&#65533; To view your profile page: navigate to your **account settings** and select "View Profile Page".

[/accordion-item]
[accordion-item title="Show/Hide your Xmarks Ratings Stars" color="Accent-Color" id="h5"]

1. Right-click over the five stars in Firefox.
2. Select "Show Status Bar Stars".



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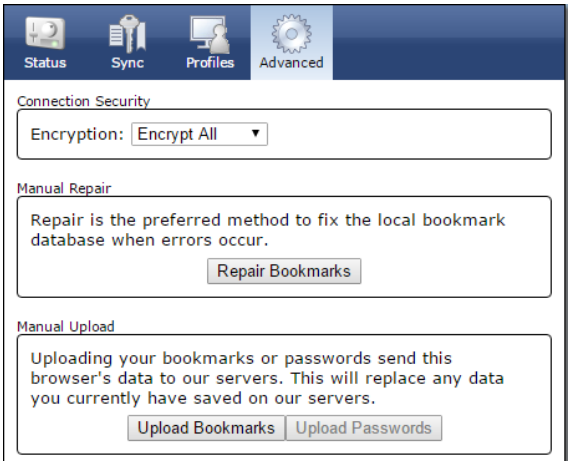
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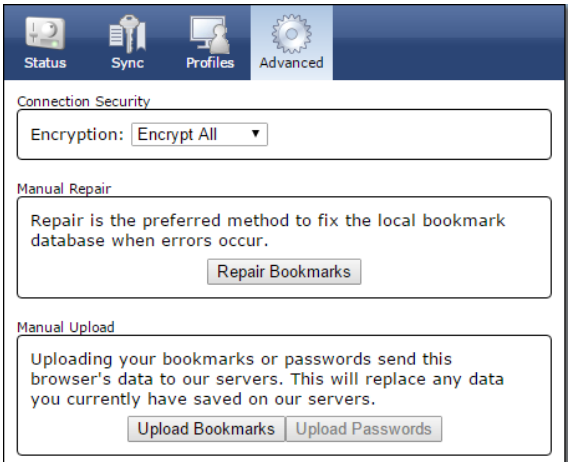
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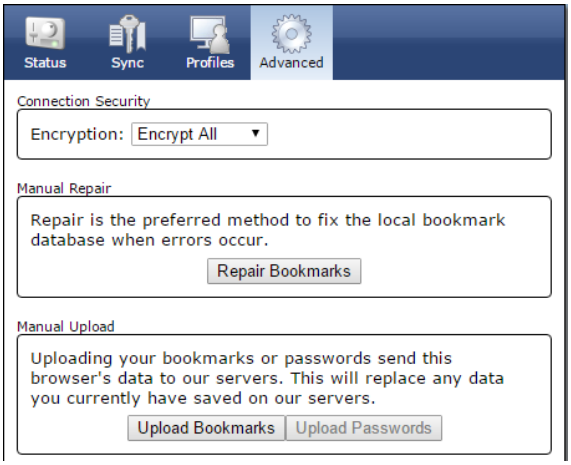
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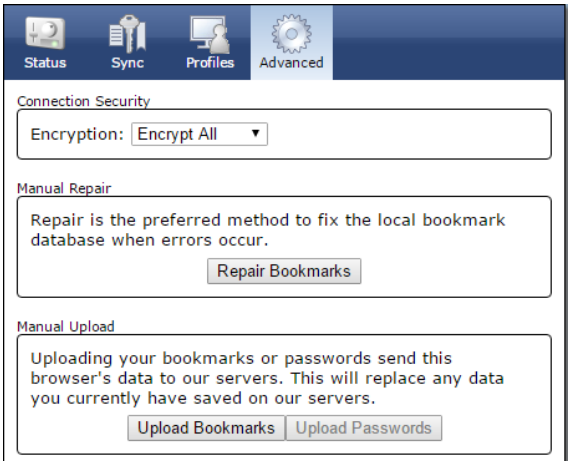
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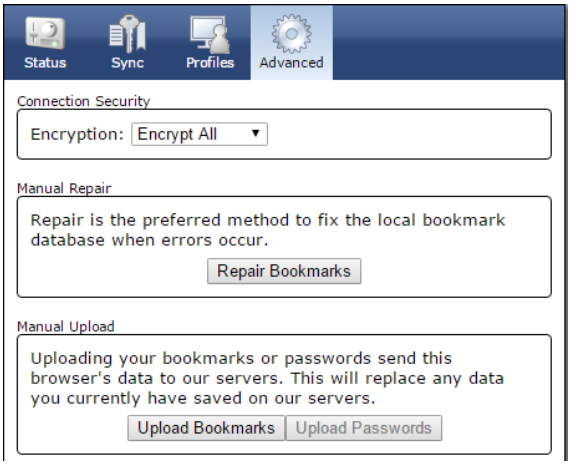
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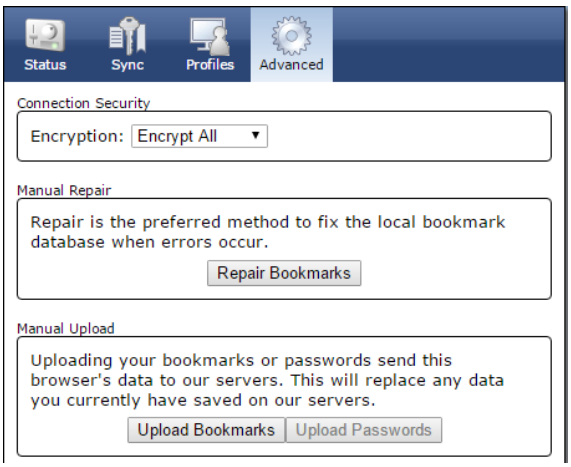
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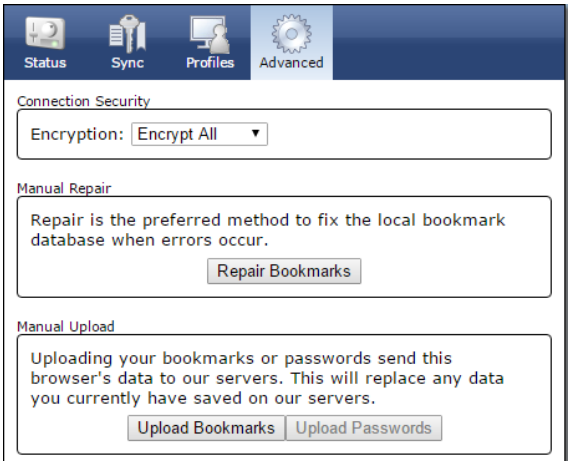
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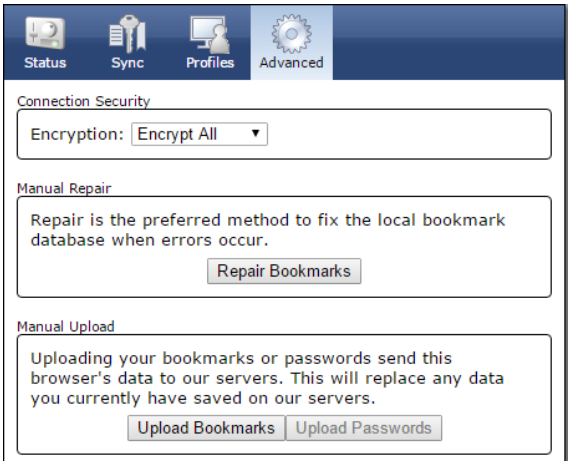
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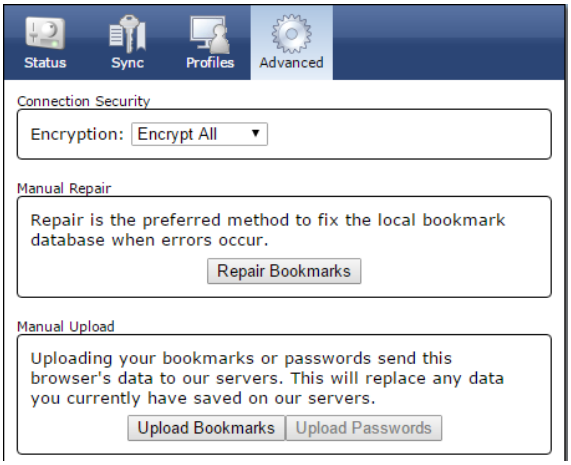
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Account Information

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Account Information

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To view and manage your account options:

1. Go to the **Xmarks home page** and login.
2. Click "My Account" at the top of the page.

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Have a question, problem, or suggestion? Search our FAQs and submit a new support request. Please note that premium members are given the highest priority.

Click "**View My Support Ticket**" to display your account information and support request. Here you can view your Xmarks email address, your Premium status (with an option to extend) and whether you account is set for auto-renewal. You new, pending and resolved tickets are also listed here. Click "View" to display your ticket and select "Add comment" to reply.

Click "**Open A Support Ticket**" to submit a question, problem or suggestion to the Xmarks support team. Follow the steps given to find answers, ask us questions, report issues to us, or send us feedback. We will do our best to respond to you as quickly as possible. Questions from Xmarks Premium members are answered first. If you are not yet an Xmarks Premium member, and you require faster response times and in-depth support needs, please sign up for an **Xmarks Premium** membership.

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- View your username and premium date.
- View and edit your email, name, country, zip and about me for your profile page.
- Resend an email validation.

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[tab title="Change Password"]

Change your password here. Simply enter your new password in the text field > click "Change Password".

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We may occasionally send you email with updates about the service. Enable or disable your email options here.

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[tab title="Change Bookmark Contribution"]

We respect your privacy! Xmarks uses only anonymous, aggregated bookmark data, so your private bookmarks are safe. You can also choose here to prevent your bookmarks from being used in any fashion.

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Your profile page displays all your public activity on Xmarks. All reviews and ratings are noted here.

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Should you delete your account, Xmarks will no longer be able to synchronize your bookmarks between computers. Once your account has been deleted, it cannot be restored. If you are having difficulty synchronizing, be advised that deleting and recreating your account is unlikely to help. Instead, please take a look at our documentation or visit our user forum. Please note also that deleted usernames are no longer available. You will not be permitted to delete your account and create a new account with the same username.

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Premium Features

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Xmarks offers a Premium service for $1/month that allows bookmark sync and open tab sync for mobile on the following platforms:

- iOS (iPhone and iPad)
- Android (phones and tablets)
- Windows Phone 7.5+
- Dolphin HD Extension
- Blackberry

Premium users also receive priority support with faster response time and Premium user's backup history will be stored for a longer period of time.

The mobile apps must be downloaded from the app store on your device. Once downloaded, you can launch the mobile app and login with your existing account to sync your data.

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All Xmarks users can test Premium offerings over a 14-day trial period. During that time period you will be able to download Xmarks mobile applications for any of your smartphones, as well as take advantage of our open tab sync for mobile devices.

You can simply login using your device to start using the Premium trial, and will have the option to purchase the Premium subscription at the end of the 2-week period.

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You can **upgrade to a Premium subscription** from $1/month ($12/year) at any time using Stripe.

You only need to purchase one Premium subscription to use all the above apps and devices on a single Xmarks account.

After completing your transaction, Xmarks will automatically upgrade your account and you'll have access to the above-mentioned Premium downloads. Your Xmarks account itself will continue to look and function as it did while you used the Basic service.

You can verify your Premium status by clicking **here** or go to your Account Options:

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3. Click on "My Account".
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Premium users also receive priority support with faster response time and Premium user's backup history will be stored for a longer period of time.

The mobile apps must be downloaded from the app store on your device. Once downloaded, you can launch the mobile app and login with your existing account to sync your data.

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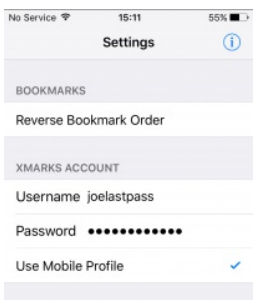

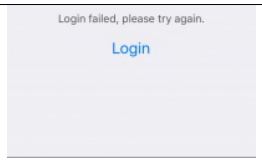

Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Account Settings: Selecting the cog icon (located in the top left corner), will display your Account Settings page.

Synchronize: To synchronize your data with the server set, select "Synchronize" (located within your Account Settings page).

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Once you've selected a site, Xmarks will launch the site within Xmarks.

Controls and Icons

Left Arrow/Right Arrow

Search Bar: Enter a search word or URL and Xmarks will list the bookmarks which contain the search text.

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More: Clicking on the More icon will prompt you to choose between, "Open in Safari" and "Readability".

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[accordion-item title="Add, Edit and Delete Bookmarks" id="h4"]

Add Sites: Open your folders to the desired location of your new bookmark. Click the "+" in the top right corner. Enter the name, location, keywords, tags, description and click "Save". Remember to manually sync this change.

Edit Sites: Hold down the site entry. The "Edit Bookmark" screen will appear. Edit the Name, Location, Keyword, Tag or Description fields and click "Save".

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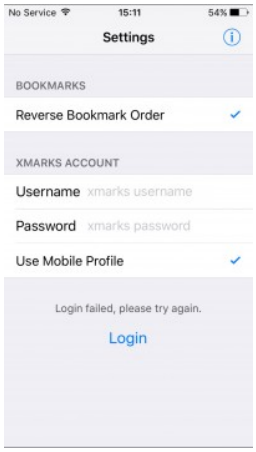

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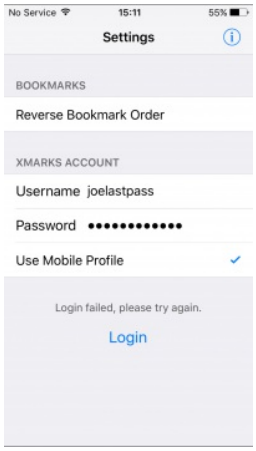

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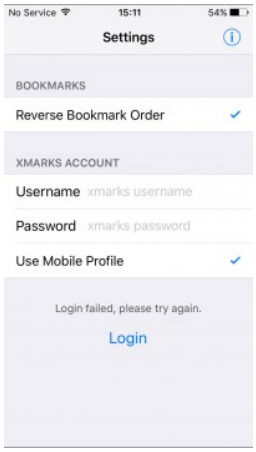

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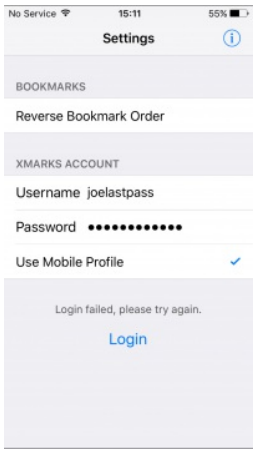

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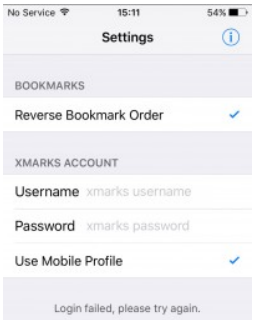

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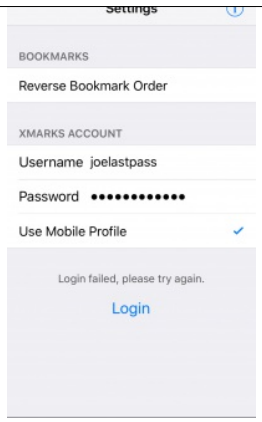

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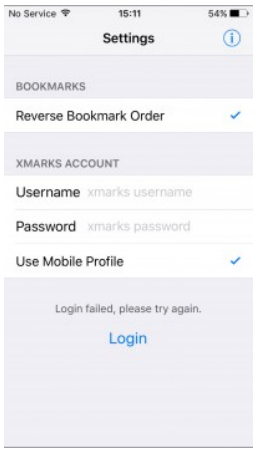

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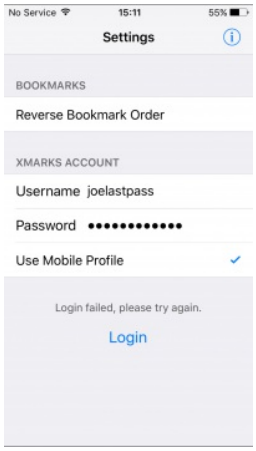

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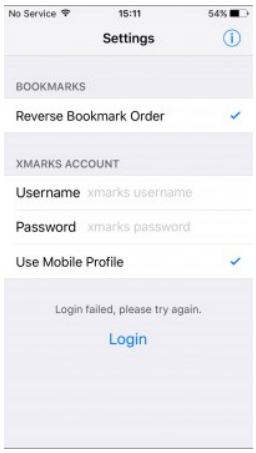

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Dolphin HD

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[accordion-item title="Xmarks for Dolphin HD" id="h0"]

If you want the option of using other mobile browsers with Xmarks, you can install the Xmarks plugin for Dolphin HD, a feature-rich browser for your Droid.

Xmarks for Dolphin is a **Premium** app, but can be trialed for 14-days for free.

[/accordion-item]
[accordion-item title="Installing Xmarks for Dolphin" id="h1"]

First, install Dolphin and Xmarks for Dolphin on your Droid:

1. Open the Android Market.
2. Search for "Dolphin".
3. Select "Dolphin Browser HD".
4. Click "Free", then "OK" to accept permission.
5. Once the download is complete, the "End-User-License Agreement" will appear.
6. Select "Accept" to continue, then "Next" to start the setup wizard.
7. Open the Android Market again.
8. Search and select "Xmarks Dolphin HD Premium".
9. Click "Free" to install, then "OK" to accept permission.

After it finishes downloading, launch the Dolphin Browser app and swipe to the left to see the Xmarks addon in the toolbar area.

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[accordion-item title="Using Xmarks for Dolphin" id="h2"]

Once installed, you can tap on the Xmarks icon to launch the login dialog. You can have the app remember your email and/or password, just like the desktop plugin. After entering yourpassword and tapping "login", you can start browsing.

Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Synchronize: To synchronize your data with the server set, select the Menu icon (located on your Android) then select "Synchronize Now".

Clear Local Cache: Clearing your local cache will empty your mobile data. At the next sync, Xmarks will re-download all your data. You can also clear your cache at any time by selecting the Android Back arrow (located on your Droid) > check "Clear Cache".

Settings: To enable or disable automatic synchronization or change your **sync profile**.

Select Menu (located on your Droid) for more options:

Refresh: To refresh the page you're currently browsing.

Bookmarks: To display your bookmarks, most visited sites and history.

Toolbar: To display your Dolphin toolbar; which can always be access by swiping to the left while browsing.

Forward: To more forward in your browsing history.

Exit: To exit the Dolphin app. You can also exit the Dolphin app at any time by selecting the Android Back arrow (located on your Droid) > select "Exit".

More: To add a bookmark, find a page, select text, share a page, save a page, display mobile view, access downloads and settings.

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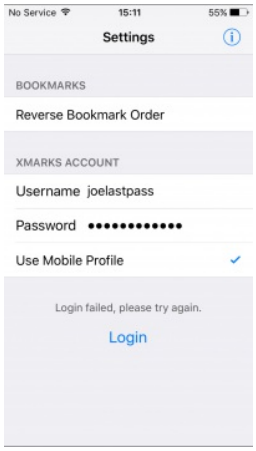

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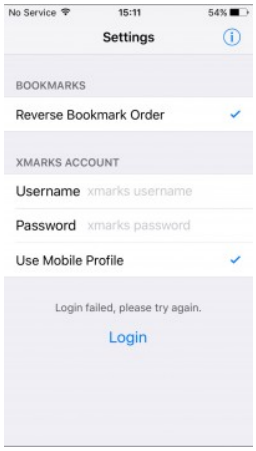

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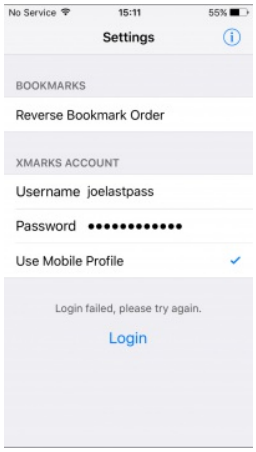

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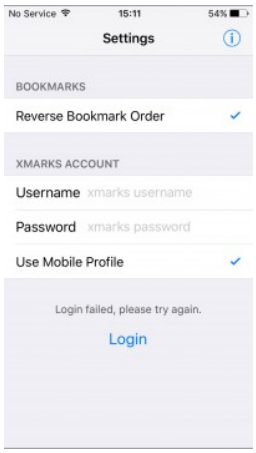

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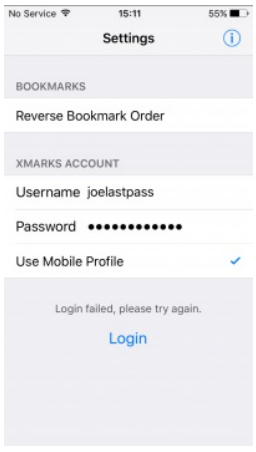

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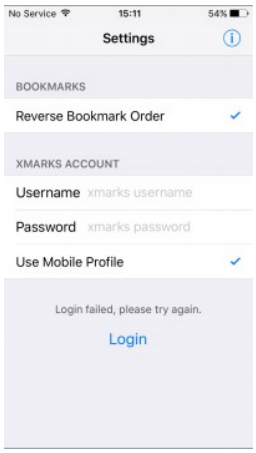

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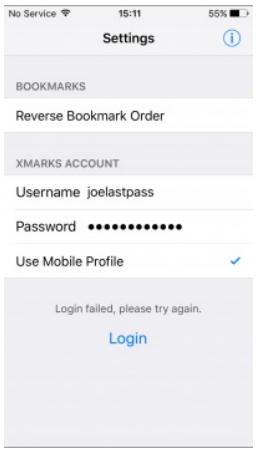

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Bookmarks Toolbar: Displays your bookmarks found in your Bookmarks Toolbar on your computer. The bookmarks displayed in the Mobile Bookmarks Toolbar are reflective of the bookmark set found at my.xmarks.com. To add, edit or delete the mobile set: go to my.xmarks.com > select "Sync Profiles" > select the "mobile.xmarks.com" profile > check or uncheck bookmark entries.

Bookmarks Menu: Displays all your bookmarks and bookmark folders. The bookmarks displayed in the Mobile Bookmarks Menu are reflective of the bookmark set found at my.xmarks.com. To add, edit or delete the mobile set: go to my.xmarks.com > select "Sync Profiles" > select the "mobile.xmarks.com" profile > change the drop down menu from "Toolbar Folder" to "Bookmarks Folder" > check or uncheck bookmark entries.

Open Remote Tabs: Lists your Open tab from all computers and browsers. Clicking on an entry launches the site within the Xmarks app.

Recently Viewed: Lists your Recently Viewed Pages. Click on an entry launches the site within the Xmarks app. Selecting "Clear Recently Viewed Pages" will clear the list.

Edit Sites: Hold down the site entry. The "Edit Bookmark" screen will appear. Edit the Name, Location, Keyword, Tag or Description fields and click "Save".

Delete Sites: Hold down the site entry. Scroll to the bottom of the page and select "Delete".

[/accordion-item]

[accordion-item title="Browsing within the Xmarks App" id="h3"]

Once you've selected a site, Xmarks will launch the site within Xmarks.

Controls and Icons

Left Arrow/Right Arrow

Search Bar: Enter a search word or URL and Xmarks will list the bookmarks which contain the search text.

Bookmarks: Selecting the bookmark icon, will take you back to the Xmarks Mobile Menu.

More: Clicking on the More icon will prompt you to choose between, "Open in Safari" and "Readability".

[/accordion-item]

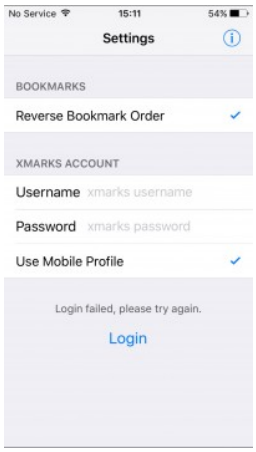
[accordion-item title="Add, Edit and Delete Bookmarks" id="h4"]

Add Sites: Open your folders to the desired location of your new bookmark. Click the "+" in the top right corner. Enter the name, location, keywords, tags, description and click "Save". Remember to manually sync this change.

Edit Sites: Hold down the site entry. The "Edit Bookmark" screen will appear. Edit the Name, Location, Keyword, Tag or Description fields and click "Save".

Delete Sites: Hold down the site entry. Scroll to the bottom of the page and select "Delete".

Reverse Bookmark Order: Check Reverse Bookmark Order located under Bookmarks in your Mobile Settings; then, perform a sync.



[/accordion-item]
[/accordion]

iOS

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Xmarks for iOS" id="h0"]

Xmarks for iOS is an application that will allow you to carry your Xmarks data around with you and easily login to access your bookmarks and open tabs from your phone.

As with all smartphone apps, Xmarks for iOS is part of our **Premium** offering.

[/accordion-item]

[accordion-item title="Installing Xmarks for iOS" id="h1"]

To install Xmarks on your iOS device:

1. Open the **App Store** on your device.

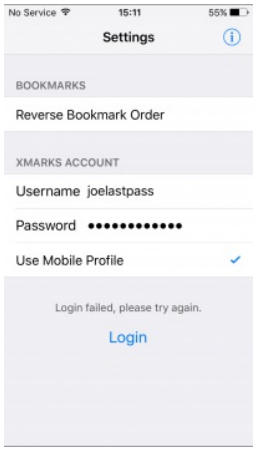
2. Search for "Xmarks".
3. Select "Xmarks for Premium Customers".
4. Click on the blue "Get".
5. Click on the green "Install".
6. The App Store will close and begin installing Xmarks.

[/accordion-item]

[accordion-item title="Using Xmarks for iOS" id="h2"]

After installing the Xmarks app on your iOS device, you can launch the application by tapping on the icon.

Xmarks will then prompt you to enter your Xmarks username and password:



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Account Settings: Selecting the cog icon (located in the top left corner), will display your Account Settings page.

Synchronize: To synchronize your data with the server set, select "Synchronize" (located within your Account Settings page).

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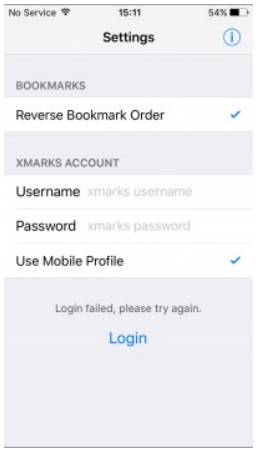
Edit Sites: Hold down the site entry. The "Edit Bookmark" screen will appear. Edit the Name, Location, Keyword, Tag or Description fields and click "Save".

Delete Sites: Hold down the site entry. Scroll to the bottom of the page and select "Delete".

Reverse Bookmark Order: Check Reverse Bookmark Order located under Bookmarks in your Mobile Settings; then, perform a sync.



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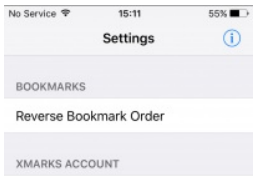

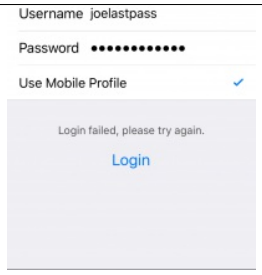

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Account Settings: Selecting the cog icon (located in the top left corner), will display your Account Settings page.

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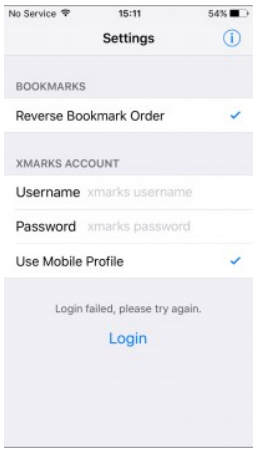
[accordion-item title="Add, Edit and Delete Bookmarks" id="h4"]

Add Sites: Open your folders to the desired location of your new bookmark. Click the "+" in the top right corner. Enter the name, location, keywords, tags, description and click "Save". Remember to manually sync this change.

Edit Sites: Hold down the site entry. The "Edit Bookmark" screen will appear. Edit the Name, Location, Keyword, Tag or Description fields and click "Save".

Delete Sites: Hold down the site entry. Scroll to the bottom of the page and select "Delete".

Reverse Bookmark Order: Check Reverse Bookmark Order located under Bookmarks in your Mobile Settings; then, perform a sync.



[/accordion-item]
[/accordion]

Dolphin HD

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Xmarks for Dolphin HD" id="h0"]

If you want the option of using other mobile browsers with Xmarks, you can install the Xmarks plugin for Dolphin HD, a feature-rich browser for your Droid.

Xmarks for Dolphin is a **Premium** app, but can be trialed for 14-days for free.

[/accordion-item]
[accordion-item title="Installing Xmarks for Dolphin" id="h1"]

First, install Dolphin and Xmarks for Dolphin on your Droid:

1. Open the Android Market.
2. Search for "Dolphin".
3. Select "Dolphin Browser HD".
4. Click "Free", then "OK" to accept permission.
5. Once the download is complete, the "End-User-License Agreement" will appear.
6. Select "Accept" to continue, then "Next" to start the setup wizard.
7. Open the Android Market again.
8. Search and select "Xmarks Dolphin HD Premium".
9. Click "Free" to install, then "OK" to accept permission.

After it finishes downloading, launch the Dolphin Browser app and swipe to the left to see the Xmarks addon in the toolbar area.

[/accordion-item]
[accordion-item title="Using Xmarks for Dolphin" id="h2"]

Once installed, you can tap on the Xmarks icon to launch the login dialog. You can have the app remember your email and/or password, just like the desktop plugin. After entering yourpassword and tapping "login", you can start browsing.

Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Synchronize: To synchronize your data with the server set, select the Menu icon (located on your Android) then select "Synchronize Now".

Clear Local Cache: Clearing your local cache will empty your mobile data. At the next sync, Xmarks will re-download all your data. You can also clear your cache at any time by selecting the Android Back arrow (located on your Droid) > check "Clear Cache".

Settings: To enable or disable automatic synchronization or change your **sync profile**.

Select Menu (located on your Droid) for more options:

Refresh: To refresh the page you're currently browsing.

Bookmarks: To display your bookmarks, most visited sites and history.

Toolbar: To display your Dolphin toolbar; which can always be access by swiping to the left while browsing.

Forward: To more forward in your browsing history.

Exit: To exit the Dolphin app. You can also exit the Dolphin app at any time by selecting the Android Back arrow (located on your Droid) > select "Exit".

More: To add a bookmark, find a page, select text, share a page, save a page, display mobile view, access downloads and settings.

[/accordion-item]
[/accordion]

iOS

[accordion openfirst=true scroll=true clicktoclose=true]
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To install Xmarks on your iOS device:

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3. Select "Xmarks for Premium Customers".
4. Click on the blue "Get".
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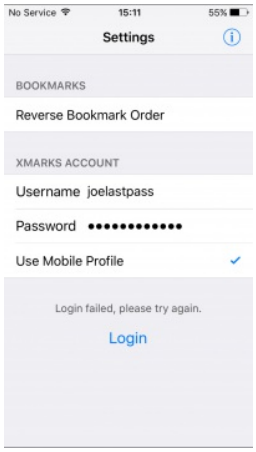
[accordion-item title="Using Xmarks for iOS" id="h2"]

After installing the Xmarks app on your iOS device, you can launch the application by tapping on the icon.

Xmarks will then prompt you to enter your Xmarks username and password:



Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Account Settings: Selecting the cog icon (located in the top left corner), will display your Account Settings page.

Synchronize: To synchronize your data with the server set, select "Synchronize" (located within your Account Settings page).

Bookmarks Toolbar: Displays your bookmarks found in your Bookmarks Toolbar on your

computer. The bookmarks displayed in the Mobile Bookmarks Toolbar are reflective of the bookmark set found at my.xmarks.com. To add, edit or delete the mobile set: go to my.xmarks.com > select "Sync Profiles" > select the "mobile.xmarks.com" profile > check or uncheck bookmark entries.

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Open Remote Tabs: Lists your Open tab from all computers and browsers. Clicking on an entry launches the site within the Xmarks app.

Recently Viewed: Lists your Recently Viewed Pages. Click on an entry launches the site within the Xmarks app. Selecting "Clear Recently Viewed Pages" will clear the list.

Edit Sites: Hold down the site entry. The "Edit Bookmark" screen will appear. Edit the Name, Location, Keyword, Tag or Description fields and click "Save".

Delete Sites: Hold down the site entry. Scroll to the bottom of the page and select "Delete".

[/accordion-item]

[accordion-item title="Browsing within the Xmarks App" id="h3"]

Once you've selected a site, Xmarks will launch the site within Xmarks.

Controls and Icons

Left Arrow/Right Arrow

Search Bar: Enter a search word or URL and Xmarks will list the bookmarks which contain the search text.

Bookmarks: Selecting the bookmark icon, will take you back to the Xmarks Mobile Menu.

More: Clicking on the More icon will prompt you to choose between, "Open in Safari" and "Readability".

[/accordion-item]

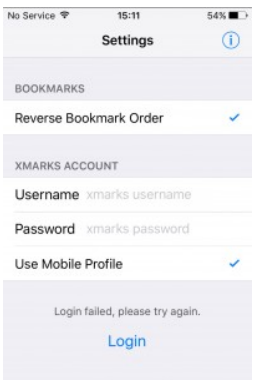
[accordion-item title="Add, Edit and Delete Bookmarks" id="h4"]

Add Sites: Open your folders to the desired location of your new bookmark. Click the "+" in the top right corner. Enter the name, location, keywords, tags, description and click "Save". Remember to manually sync this change.

Edit Sites: Hold down the site entry. The "Edit Bookmark" screen will appear. Edit the Name, Location, Keyword, Tag or Description fields and click "Save".

Delete Sites: Hold down the site entry. Scroll to the bottom of the page and select "Delete".

Reverse Bookmark Order: Check Reverse Bookmark Order located under Bookmarks in your Mobile Settings; then, perform a sync.



[/accordion-item]
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Dolphin HD

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Xmarks for Dolphin HD" id="h0"]

If you want the option of using other mobile browsers with Xmarks, you can install the Xmarks plugin for Dolphin HD, a feature-rich browser for your Droid.

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[/accordion-item]
[accordion-item title="Installing Xmarks for Dolphin" id="h1"]

First, install Dolphin and Xmarks for Dolphin on your Droid:

1. Open the Android Market.
2. Search for "Dolphin".
3. Select "Dolphin Browser HD".
4. Click "Free", then "OK" to accept permission.
5. Once the download is complete, the "End-User-License Agreement" will appear.
6. Select "Accept" to continue, then "Next" to start the setup wizard.
7. Open the Android Market again.
8. Search and select "Xmarks Dolphin HD Premium".
9. Click "Free" to install, then "OK" to accept permission.

After it finishes downloading, launch the Dolphin Browser app and swipe to the left to see the Xmarks addon in the toolbar area.

[/accordion-item]
[accordion-item title="Using Xmarks for Dolphin" id="h2"]

Once installed, you can tap on the Xmarks icon to launch the login dialog. You can have the app remember your email and/or password, just like the desktop plugin. After entering yourpassword and tapping "login", you can start browsing.

Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Synchronize: To synchronize your data with the server set, select the Menu icon (located on your Android) then select "Synchronize Now".

Clear Local Cache: Clearing your local cache will empty your mobile data. At the next sync, Xmarks will re-download all your data. You can also clear your cache at any time by selecting the Android Back arrow (located on your Droid) > check "Clear Cache".

Settings: To enable or disable automatic synchronization or change your **sync profile**.

Select Menu (located on your Droid) for more options:

Refresh: To refresh the page you're currently browsing.

Bookmarks: To display your bookmarks, most visited sites and history.

Toolbar: To display your Dolphin toolbar; which can always be access by swiping to the left while browsing.

Forward: To more forward in your browsing history.

Exit: To exit the Dolphin app. You can also exit the Dolphin app at any time by selecting the Android Back arrow (located on your Droid) > select "Exit".

More: To add a bookmark, find a page, select text, share a page, save a page, display mobile view, access downloads and settings.

[/accordion-item]
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Android

[accordion openfirst=true clicktoclose=true scroll="true"]
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Xmarks for Android (1.5+) is an application that will allow you to carry your Xmarks data around with you and easily login to access your bookmarks and open tabs from your phone.

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[/accordion-item]
[accordion-item title="Installing Xmarks for Android" id="h1"]

To install Xmarks for Android:

1. Open the Android Market on your device.
2. Click on the Menu icon.
3. Select "Search".
4. Search for "Xmarks" and click "Go".
5. Select "Xmarks for Premium Customers".
6. Click on "Free".
7. Accept Permission by selecting "OK"

[/accordion-item]
[accordion-item title="Using Xmarks for Android" id="h2"]

After installing the Xmarks app on your Android, you can launch the application by tapping on the icon.

Xmarks will then prompt you to enter your Xmarks username or email and password. You can do so by selecting "Username or Email" and "Password" > select the text field to pop the

keyboard. Once you've entered both, click "Login".

Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Search: To initiate a search of your mobile bookmark set, select the Menu icon (located on your Android) then click "Search". Tap within the text field to pop the keyboard to enter your text.

Synchronize: To synchronize your data with the server set, select the Menu icon (located on your Android) then select "Synchronize Now".

Clear Local Cache: To clear your local cache, select the Menu icon (located on your Android) then select "Clear Local Cache". A confirmation message will appear, click "Yes" to continue.

Account Settings: Selecting the Menu icon (located on your Android) then the "Settings" cog, will display your Account Settings page.

Bookmarks: Displays all your bookmarks and bookmark folders. The bookmarks displayed in the Mobile Bookmarks Menu are reflective of the bookmark set found at my.xmarks.com. To add, edit or delete the mobile set: go to my.xmarks.com > select "Sync Profiles" > select the "mobile.xmarks.com" profile > change the drop down menu from "Toolbar Folder" to "Bookmarks Folder" > check or uncheck bookmark entries.

Open Remote Tabs: Lists your Open tab from all computers and browsers. Clicking on an entry launches the site within the Xmarks app.

Unsorted Bookmarks: Displays all your unsorted bookmarks that weren't assigned a folder.

Bookmarks Toolbar: Displays your bookmarks found in your Bookmarks Toolbar on your computer. The bookmarks displayed in the Mobile Bookmarks Toolbar are reflective of the bookmark set found at my.xmarks.com. To add, edit or delete the mobile set: go to my.xmarks.com > select "Sync Profiles" > select the "mobile.xmarks.com" profile > check or uncheck bookmark entries.

[/accordion-item]
[accordion-item title="Add, Edit and Delete Bookmarks" id="h3"]

Add Sites: Open your folder to the desired location of your new bookmarks. Click the Menu icon (located on your Android) then select "New". Select the type of entry you wish to add: New Bookmarks, New Folder or a New Divider. Enter the name, location, keywords, description and tags; then click "Save". Remember to manually sync this change.

Edit Sites: Long tap the entry you wish to edit and select "Details" to open the "Edit Bookmarks" screen. Make changes to the name, location, keywords, description and tags; then, click "Save".

Delete Sites: Long tap the entry you wish to remove and select "Delete".

[/accordion-item]
[/accordion]

Dolphin HD

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Xmarks for Dolphin HD" id="h0"]

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First, install Dolphin and Xmarks for Dolphin on your Droid:

1. Open the Android Market.
2. Search for "Dolphin".
3. Select "Dolphin Browser HD".
4. Click "Free", then "OK" to accept permission.
5. Once the download is complete, the "End-User-License Agreement" will appear.
6. Select "Accept" to continue, then "Next" to start the setup wizard.
7. Open the Android Market again.
8. Search and select "Xmarks Dolphin HD Premium".
9. Click "Free" to install, then "OK" to accept permission.

After it finishes downloading, launch the Dolphin Browser app and swipe to the left to see the Xmarks addon in the toolbar area.

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Once installed, you can tap on the Xmarks icon to launch the login dialog. You can have the app remember your email and/or password, just like the desktop plugin. After entering yourpassword and tapping "login", you can start browsing.

Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Synchronize: To synchronize your data with the server set, select the Menu icon (located on your Android) then select "Synchronize Now".

Clear Local Cache: Clearing your local cache will empty your mobile data. At the next sync, Xmarks will re-download all your data. You can also clear your cache at any time by selecting the Android Back arrow (located on your Droid) > check "Clear Cache".

Settings: To enable or disable automatic synchronization or change your **sync profile**.

Select Menu (located on your Droid) for more options:

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1. Open the Android Market on your device.
2. Click on the Menu icon.
3. Select "Search".
4. Search for "Xmarks" and click "Go".
5. Select "Xmarks for Premium Customers".
6. Click on "Free".
7. Accept Permission by selecting "OK"

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After installing the Xmarks app on your Android, you can launch the application by tapping on the icon.

Xmarks will then prompt you to enter your Xmarks username or email and password. You can do so by selecting "Username or Email" and "Password" > select the text field to pop the keyboard. Once you've entered both, click "Login".

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Search: To initiate a search of your mobile bookmark set, select the Menu icon (located on your Android) then click "Search". Tap within the text field to pop the keyboard to enter your text.

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Account Settings: Selecting the Menu icon (located on your Android) then the "Settings" cog, will display your Account Settings page.

Bookmarks: Displays all your bookmarks and bookmark folders. The bookmarks displayed in the Mobile Bookmarks Menu are reflective of the bookmark set found at my.xmarks.com. To add, edit or delete the mobile set: go to my.xmarks.com > select "Sync Profiles" > select the "mobile.xmarks.com" profile > change the drop down menu from "Toolbar Folder" to "Bookmarks Folder" > check or uncheck bookmark entries.

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Dolphin HD

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If you want the option of using other mobile browsers with Xmarks, you can install the Xmarks plugin for Dolphin HD, a feature-rich browser for your Droid.

Xmarks for Dolphin is a **Premium** app, but can be trialed for 14-days for free.

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[accordion-item title="Installing Xmarks for Dolphin" id="h1"]

First, install Dolphin and Xmarks for Dolphin on your Droid:

1. Open the Android Market.
2. Search for "Dolphin".
3. Select "Dolphin Browser HD".
4. Click "Free", then "OK" to accept permission.
5. Once the download is complete, the "End-User-License Agreement" will appear.
6. Select "Accept" to continue, then "Next" to start the setup wizard.
7. Open the Android Market again.
8. Search and select "Xmarks Dolphin HD Premium".
9. Click "Free" to install, then "OK" to accept permission.

After it finishes downloading, launch the Dolphin Browser app and swipe to the left to see the Xmarks addon in the toolbar area.

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Once installed, you can tap on the Xmarks icon to launch the login dialog. You can have the app remember your email and/or password, just like the desktop plugin. After entering yourpassword and tapping "login", you can start browsing.

Once you submit the login data, Xmarks will launch your searchable menu.

From this menu page you will have access to all major Xmarks features and options:

Synchronize: To synchronize your data with the server set, select the Menu icon (located on your Android) then select "Synchronize Now".

Clear Local Cache: Clearing your local cache will empty your mobile data. At the next sync, Xmarks will re-download all your data. You can also clear your cache at any time by selecting the Android Back arrow (located on your Droid) > check "Clear Cache".

Settings: To enable or disable automatic synchronization or change your **sync profile**.

Select Menu (located on your Droid) for more options:

Refresh: To refresh the page you're currently browsing.

Bookmarks: To display your bookmarks, most visited sites and history.

Toolbar: To display your Dolphin toolbar; which can always be access by swiping to the left while browsing.

Forward: To more forward in your browsing history.

Exit: To exit the Dolphin app. You can also exit the Dolphin app at any time by selecting the Android Back arrow (located on your Droid) > select "Exit".

More: To add a bookmark, find a page, select text, share a page, save a page, display mobile view, access downloads and settings.

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4. Click "Free", then "OK" to accept permission.
5. Once the download is complete, the "End-User-License Agreement" will appear.
6. Select "Accept" to continue, then "Next" to start the setup wizard.
7. Open the Android Market again.
8. Search and select "Xmarks Dolphin HD Premium".
9. Click "Free" to install, then "OK" to accept permission.

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1. Open your BlackBerry browser.
2. Enter **lastpass.com/xb** into the URL text field.
3. Click "Download".
4. Once the download is complete, the "Application Permissions" message will appear. Click "Yes" to grant Xmarks permission to install.
5. Click "OK" once the application is successfully installed or "Run" to login.

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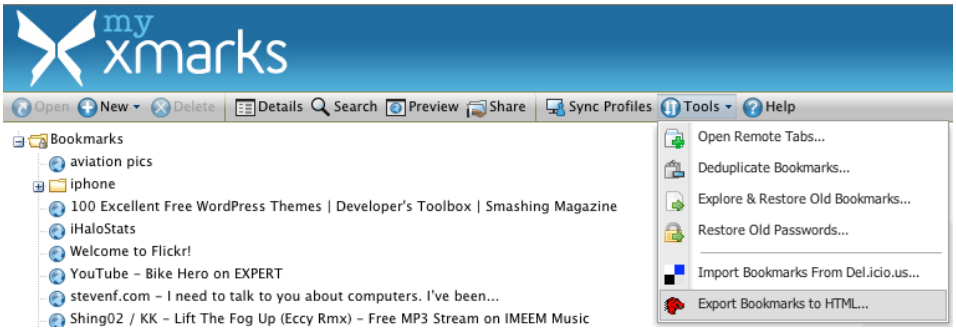

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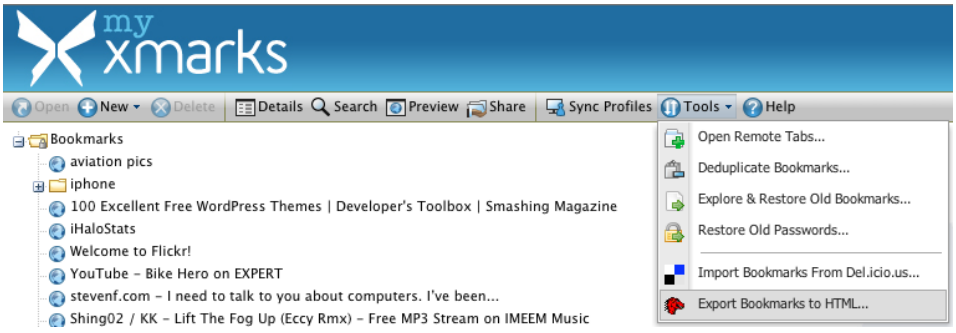

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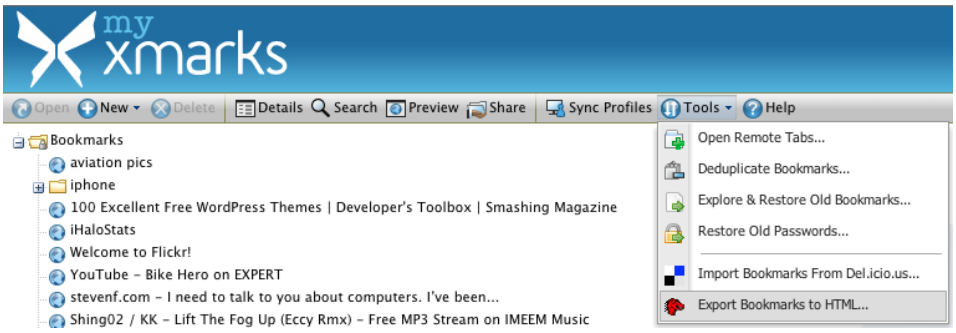

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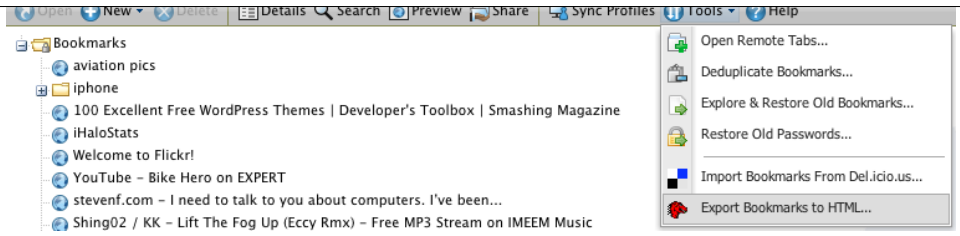

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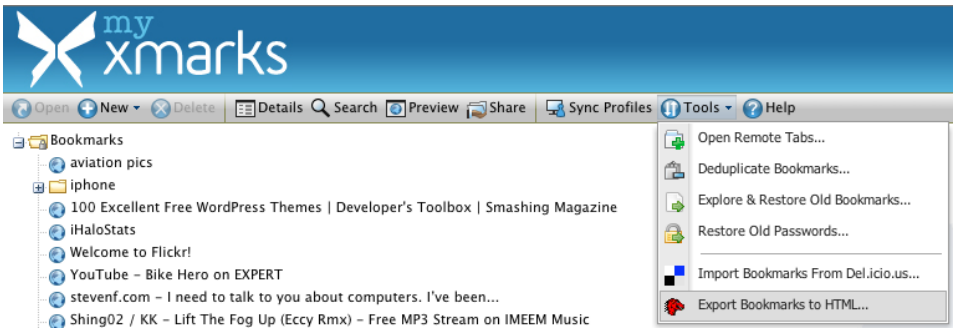

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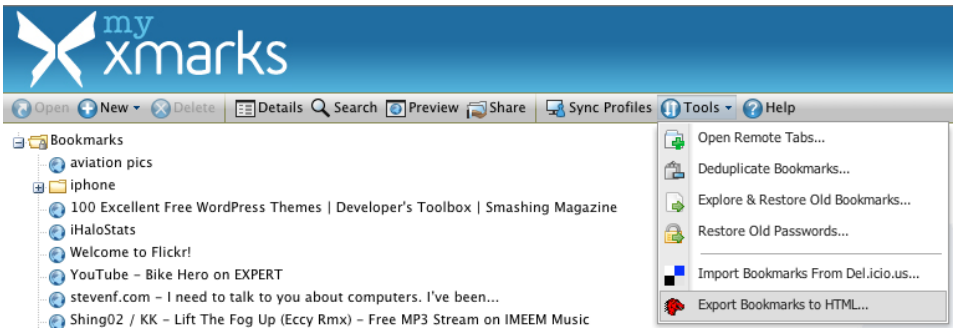

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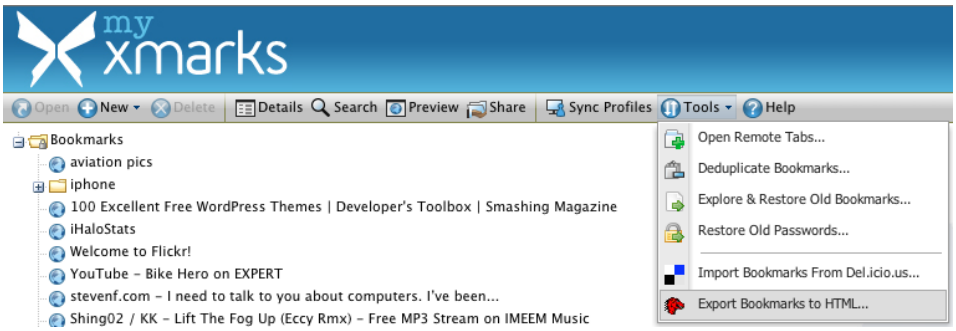

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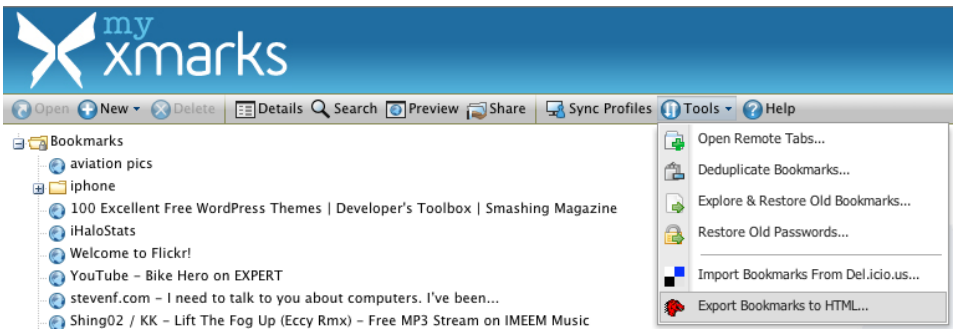

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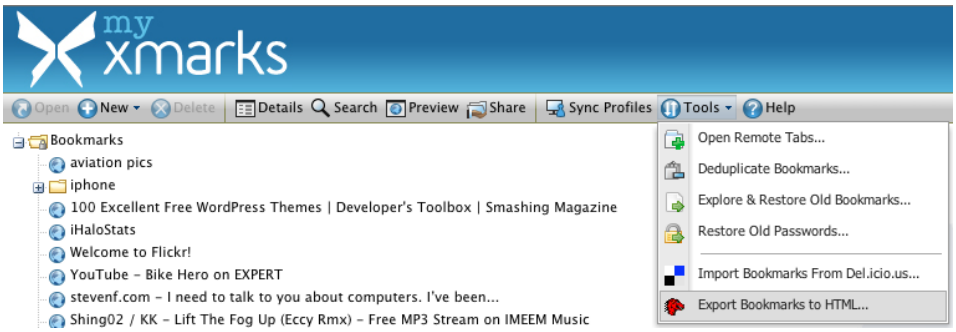

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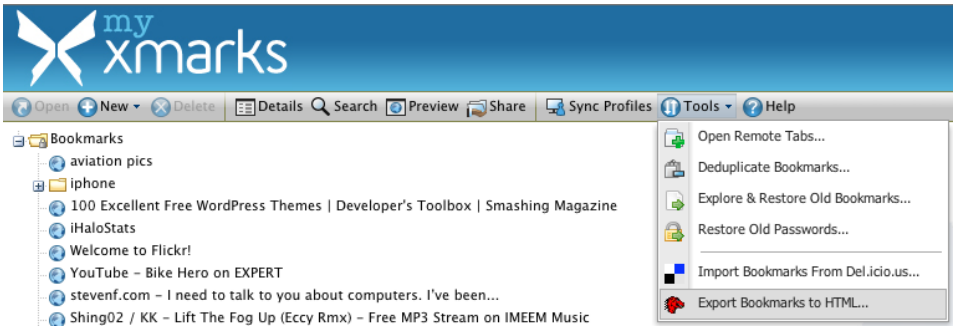

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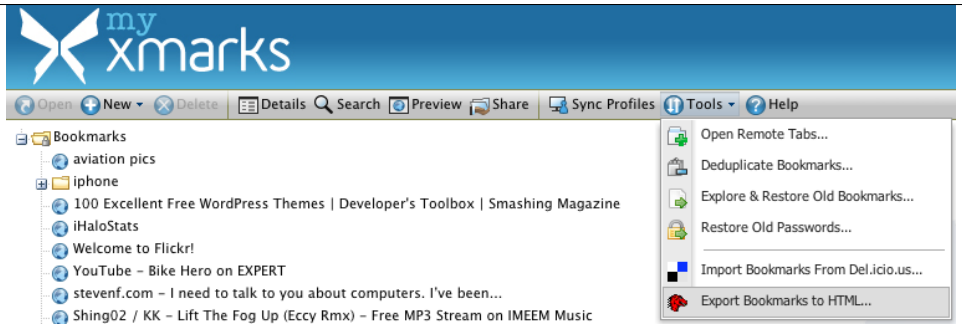

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7. Click, "Yes" to continue then "OK" to reload.

[/accordion-item]
[/accordion]

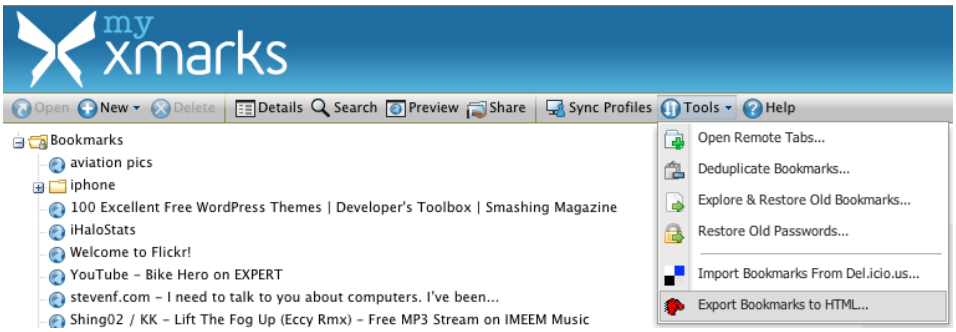
Back-up Recovery

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Back-up Recovery" id="h0"]

Premium user's backup history will be stored for a longer period of time allowing you to view, restore, or export past bookmark collections beyond the standard 3 month window.

[/accordion-item]

[accordion-item title="Explore & Restore Old Bookmarks" id="h1"]



You can view, export and restore your bookmark sets:

1. Go to my.xmarks.com
2. Select, "Tools".

3. Click, "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display a list of that bookmark set. Click "Export" to download a list of that bookmark set. Click "Restore" to replace your current bookmark set with those from the selected date and time.
6. If you choose to restore, a pop-up message will appear to verify your selection.
7. Click, "Yes" to continue then "OK" to reload.

[/accordion-item]
[/accordion]

Windows Phone 7

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks for Windows Phone 7" id="h1"]

Xmarks for Windows Phone 7 is an application that will allow you to carry your Xmarks data around with you and easily login to access your bookmarks and open tabs from your phone.

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[/accordion-item]

[accordion-item title= "Installing for Windows Phone 7" id="h2"]

To install Xmarks for Windows Phone 7:

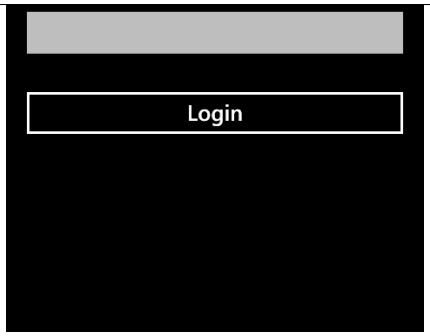
1. Open the Marketplace on your device.
2. Select "apps".
3. Click the search icon at the bottom of the screen.
4. Type, "Xmarks" into the "Marketplace Search" text field.
5. Select, "Xmarks" in the search results.
6. Select, "install".
7. Once Xmarks has been successfully installed, select Xmarks to launch the application.

[/accordion-item]

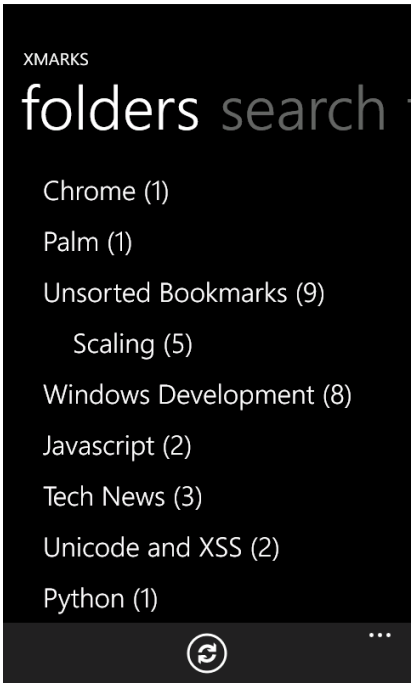
[accordion-item title= "Using Xmarks for Windows Phone 7" id="h3"]

After installing the Xmarks application on your Windows Phone, you can launch the application by tapping on the icon.
Enter your Xmarks login details and select "Login":

XMARKS
Account
Please enter your Xmarks account credentials. If you don't already have an account, please create it on www.xmarks.com.
Username
Password



You should see your folders and subfolders displayed in alphabetical order. The number of bookmarks stored in each folder and subfolder is indicated in parenthesis to the right of the folder's name:



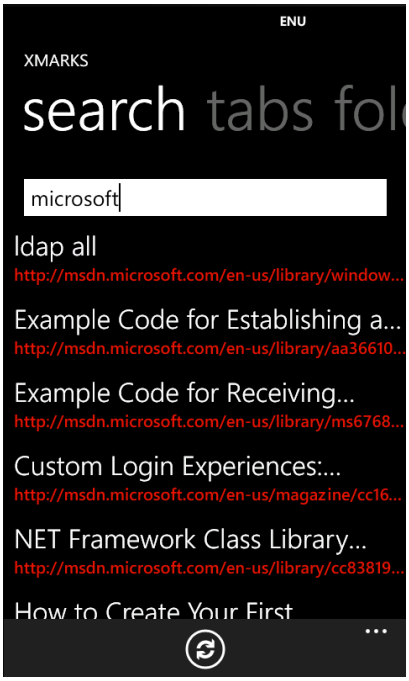
You can swipe up the screen to quickly scan your folders. Tapping the name of a folder or subfolder load a list of that folder's bookmarks, where you can swipe up or down to search for a specific bookmark:

The title of the bookmark is in white, with the URL listed below in red. Tapping on the bookmark's name or URL launches it in the stock browser.
To navigate back to the main view of your folders, simply tap the device's back button.

[/accordion-item]

[accordion-item title= "Browsing within the Xmarks App" id="h4"]

To search for a specific bookmark, simply tab the "search" option at the top of your screen. A search field will appear allowing you to enter your keyword or site name. The bookmarks auto-sort to display matching sites as you narrow your search:

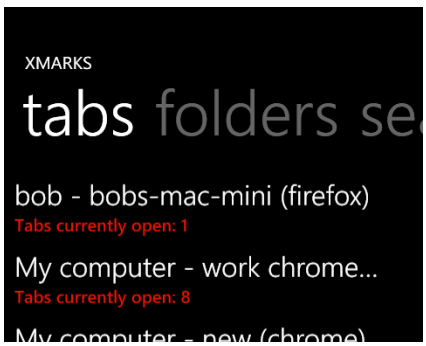


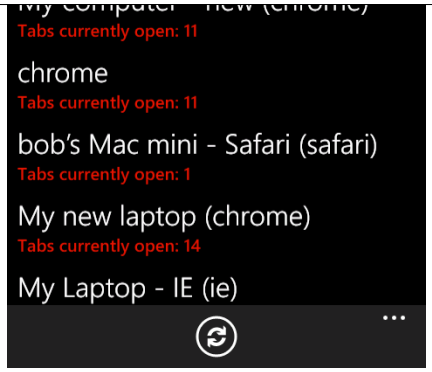
Select the bookmark's name to launch the site in the stock browser.

[/accordion-item]

[accordion-item title= "Open Tabs" id="h5"]

If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.




Tabs currently open: 11
chrome
Tabs currently open: 11
bob's Mac mini - Safari (safari)
Tabs currently open: 1
My new laptop (chrome)
Tabs currently open: 14
My Laptop - IE (ie)

Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

[/accordion-item]

[accordion-item title= "Sync Your Mobile Data" id="h6"]

Although polling occurs automatically to keep your data up-to-date across your devices, you can refresh your data at any time by selecting the sync option. The icon appears at the bottom of your screen throughout the app, represented by the image of two arrow circling back on each other.

[/accordion-item]
[/accordion]

Windows Phone 7

[accordion openfirst=true scroll=true clicktoclose=true]
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To install Xmarks for Windows Phone 7:

1. Open the Marketplace on your device.
2. Select "apps".
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4. Type, "Xmarks" into the "Marketplace Search" text field.
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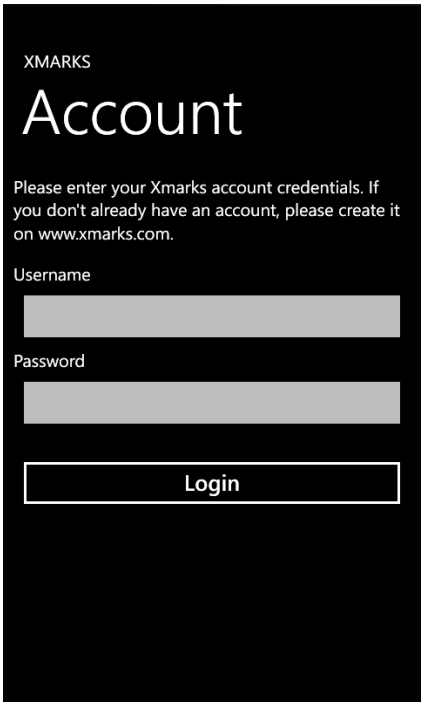
After installing the Xmarks application on your Windows Phone, you can launch the application by tapping on the icon.
Enter your Xmarks login details and select "Login":



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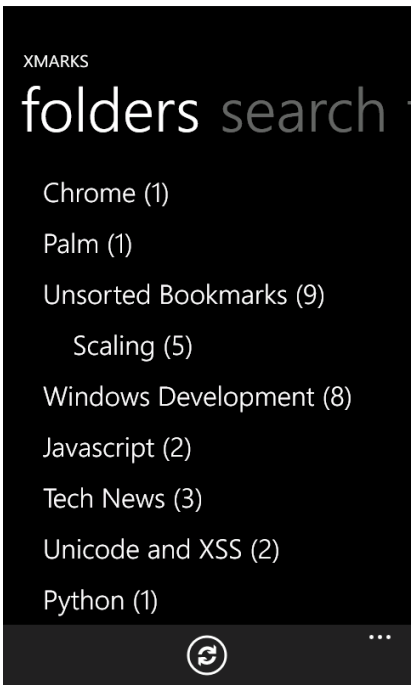

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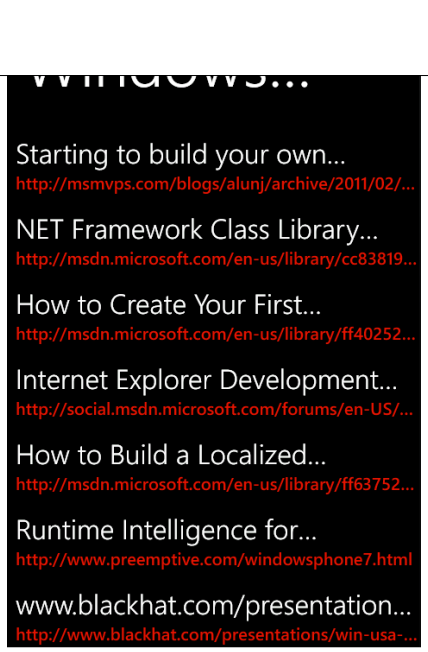

The title of the bookmark is in white, with the URL listed below in red. Tapping on the bookmark's name or URL launches it in the stock browser.
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[/accordion-item]

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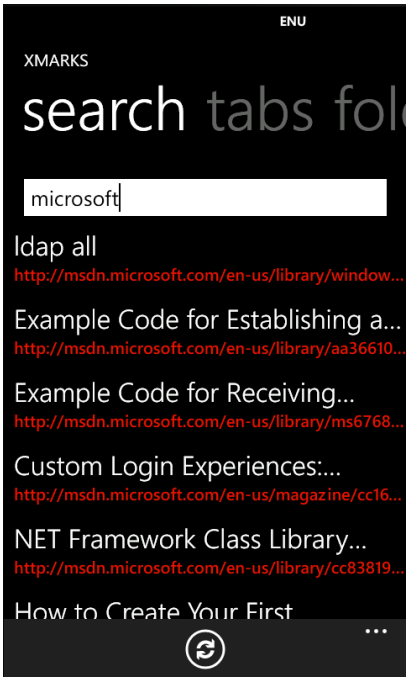

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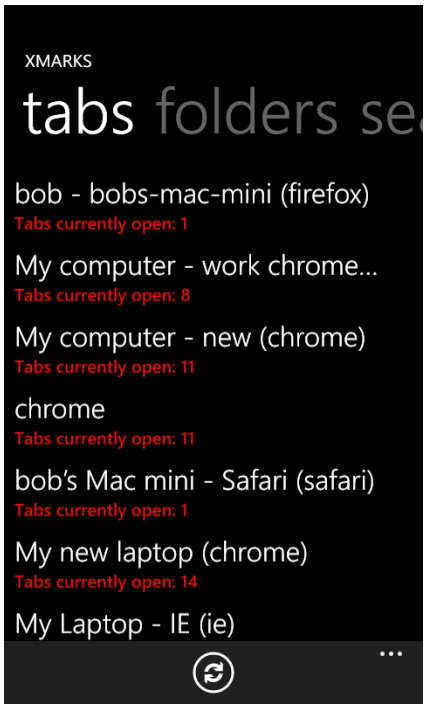
If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.



Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

[/accordion-item]

[accordion-item title= "Sync Your Mobile Data" id="h6"]

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[/accordion-item]
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Windows Phone 7

[accordion openfirst=true scroll=true clicktoclose=true]
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[/accordion-item]

[accordion-item title= "Installing for Windows Phone 7" id="h2"]

To install Xmarks for Windows Phone 7:

1. Open the Marketplace on your device.
2. Select "apps".
3. Click the search icon at the bottom of the screen.
4. Type, "Xmarks" into the "Marketplace Search" text field.
5. Select, "Xmarks" in the search results.
6. Select, "install".
7. Once Xmarks has been successfully installed, select Xmarks to launch the application.

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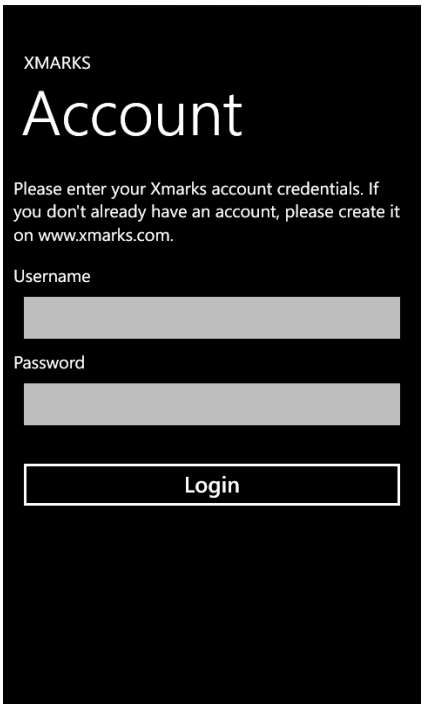
[accordion-item title= "Using Xmarks for Windows Phone 7" id="h3"]

After installing the Xmarks application on your Windows Phone, you can launch the application by tapping on the icon.
Enter your Xmarks login details and select "Login":



You should see your folders and subfolders displayed in alphabetical order. The number of bookmarks stored in each folder and subfolder is indicated in parenthesis to the right of the folder's name:

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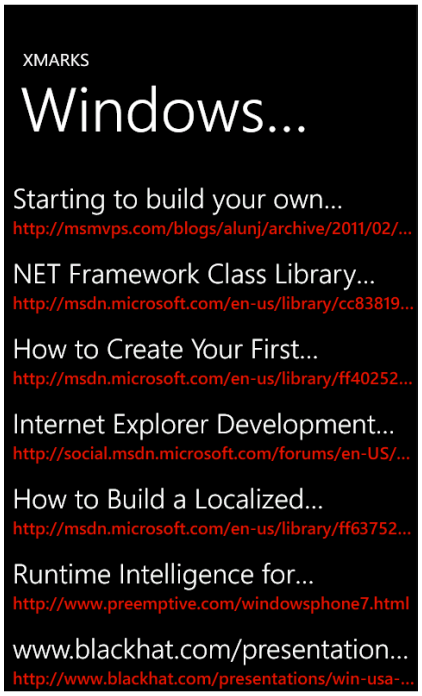

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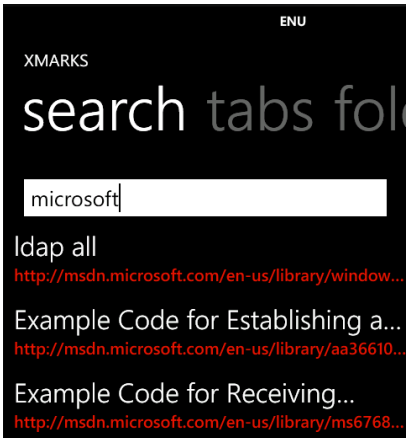

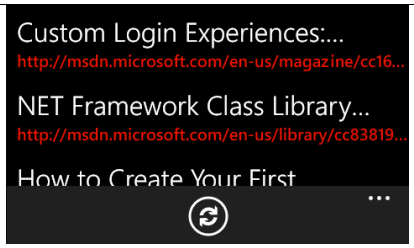

Select the bookmark's name to launch the site in the stock browser.

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[accordion-item title= "Open Tabs" id="h5"]

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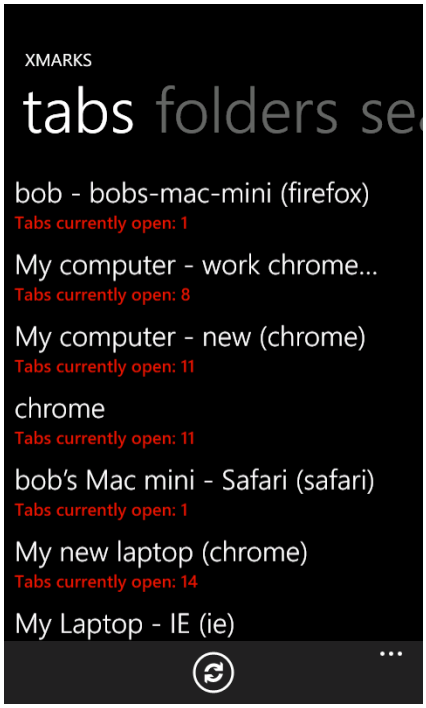

Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

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[accordion-item title= "Sync Your Mobile Data" id="h6"]

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Windows Phone 7

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[accordion-item title= "Installing for Windows Phone 7" id="h2"]

To install Xmarks for Windows Phone 7:

1. Open the Marketplace on your device.
2. Select "apps".
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4. Type, "Xmarks" into the "Marketplace Search" text field.
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[accordion-item title= "Using Xmarks for Windows Phone 7" id="h3"]

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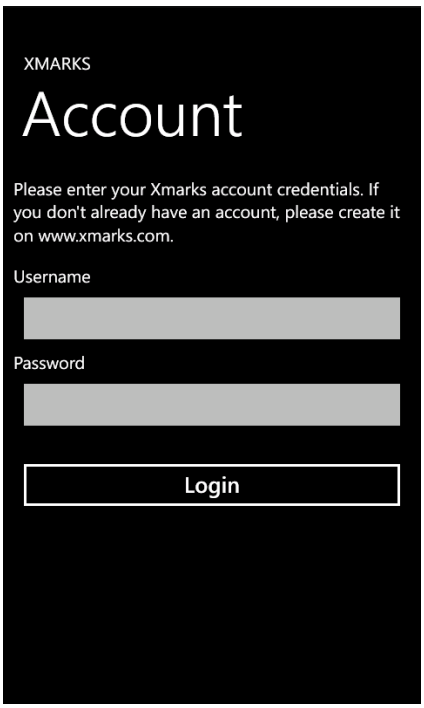

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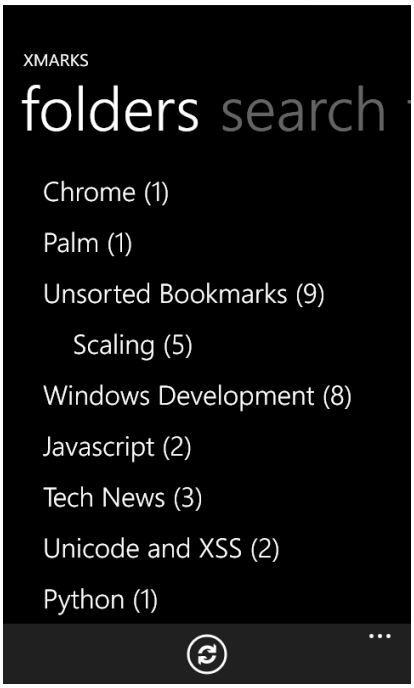

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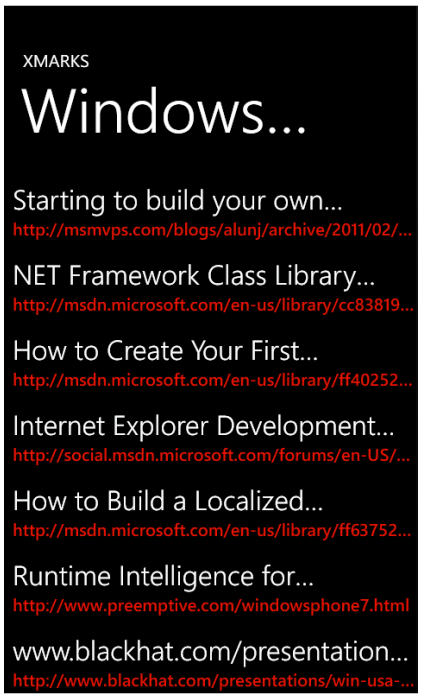

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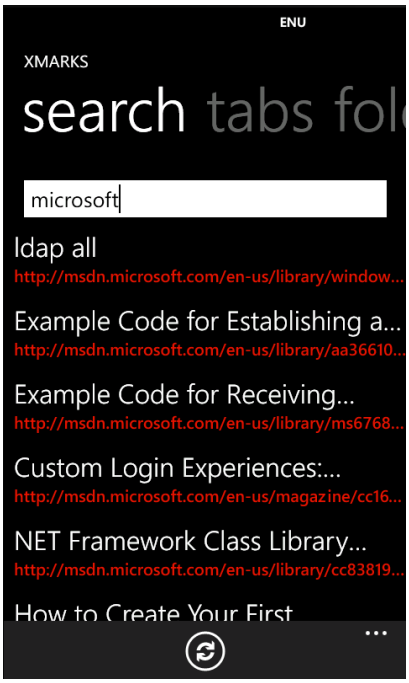

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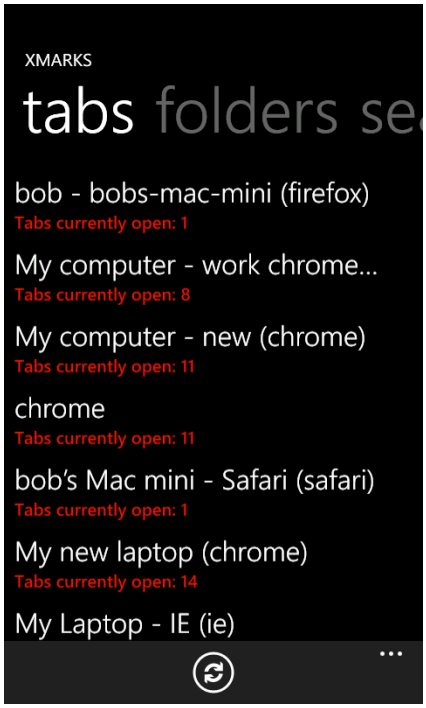

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Windows Phone 7

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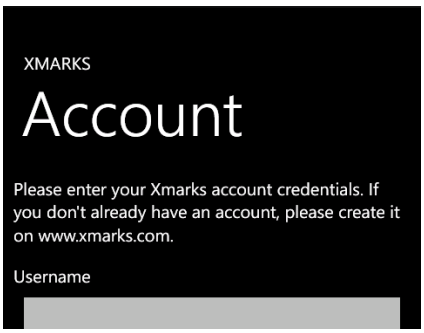
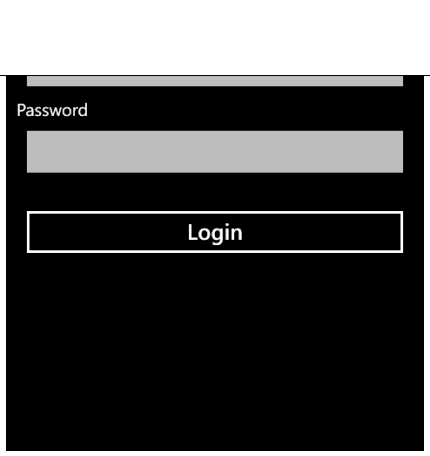

XMARKS
Account
Please enter your Xmarks account credentials. If you don't already have an account, please create it on www.xmarks.com.
Username



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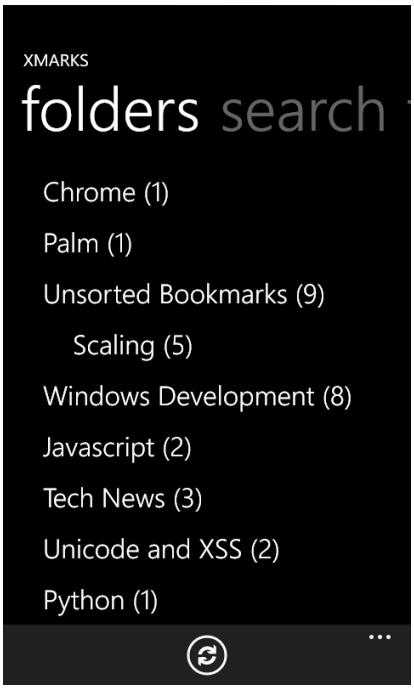

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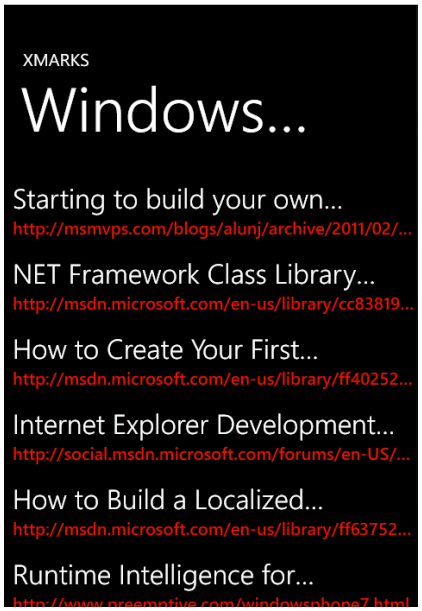

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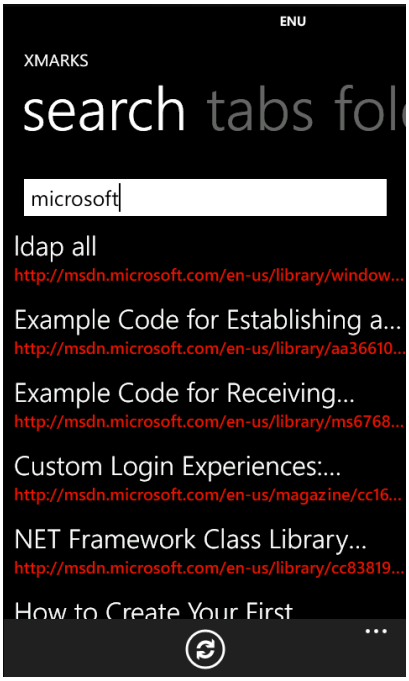

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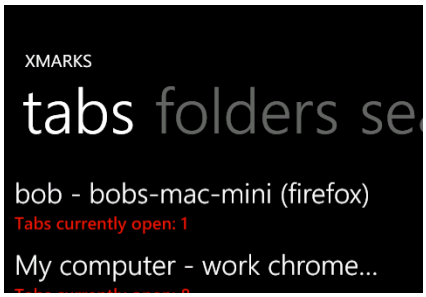
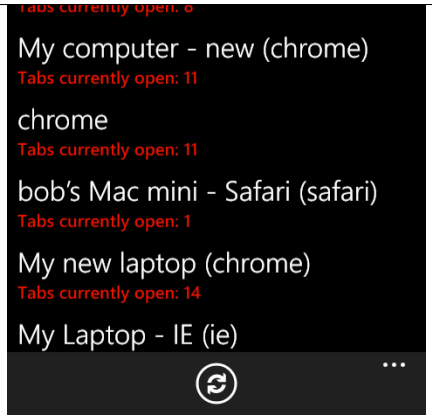
[accordion-item title= "Open Tabs" id="h5"]

If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.




My computer - new (chrome)
Tabs currently open: 11
chrome
Tabs currently open: 11
bob's Mac mini - Safari (safari)
Tabs currently open: 1
My new laptop (chrome)
Tabs currently open: 14
My Laptop - IE (ie)

Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

[/accordion-item]

[accordion-item title= "Sync Your Mobile Data" id="h6"]

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[/accordion-item]
[/accordion]

Windows Phone 7

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks for Windows Phone 7" id="h1"]

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[/accordion-item]

[accordion-item title= "Installing for Windows Phone 7" id="h2"]

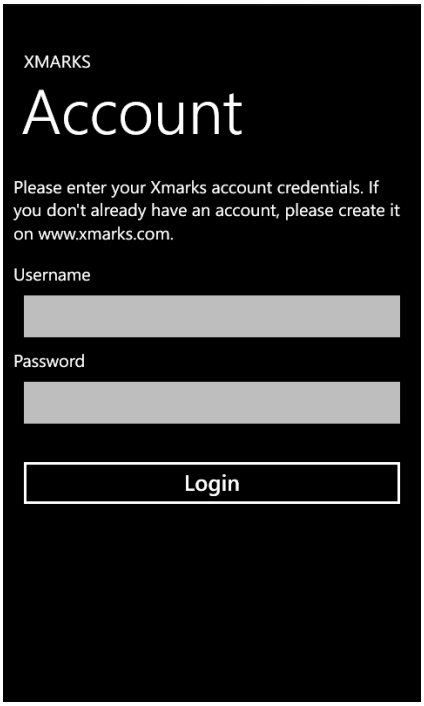
To install Xmarks for Windows Phone 7:

1. Open the Marketplace on your device.
2. Select "apps".
3. Click the search icon at the bottom of the screen.
4. Type, "Xmarks" into the "Marketplace Search" text field.
5. Select, "Xmarks" in the search results.
6. Select, "install".
7. Once Xmarks has been successfully installed, select Xmarks to launch the application.

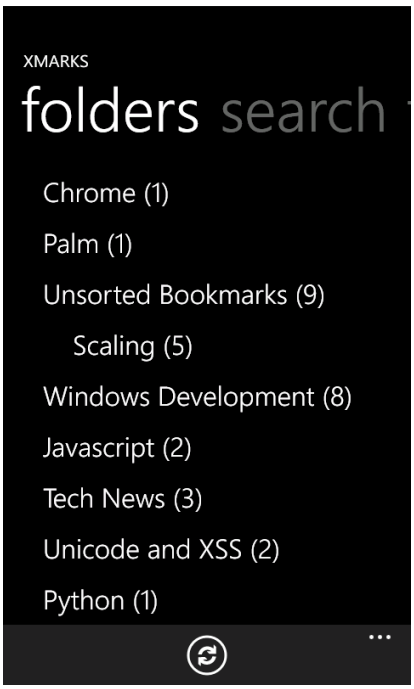
[/accordion-item]

[accordion-item title= "Using Xmarks for Windows Phone 7" id="h3"]

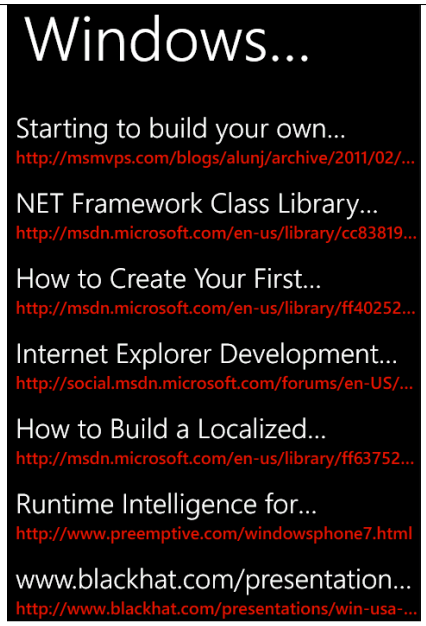
After installing the Xmarks application on your Windows Phone, you can launch the application by tapping on the icon.
Enter your Xmarks login details and select "Login":



You should see your folders and subfolders displayed in alphabetical order. The number of bookmarks stored in each folder and subfolder is indicated in parenthesis to the right of the folder's name:



You can swipe up the screen to quickly scan your folders. Tapping the name of a folder or subfolder load a list of that folder's bookmarks, where you can swipe up or down to search for a specific bookmark:

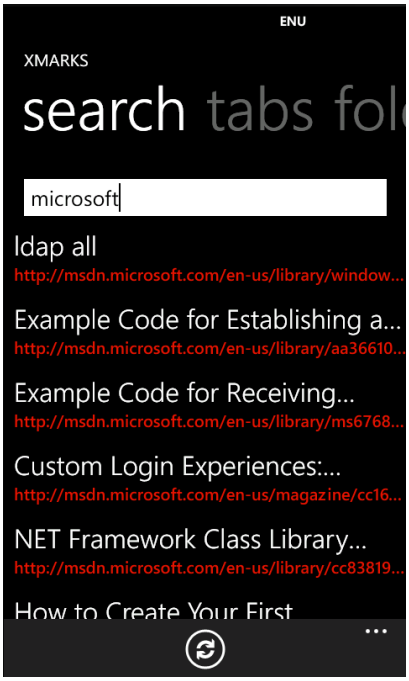


The title of the bookmark is in white, with the URL listed below in red. Tapping on the bookmark's name or URL launches it in the stock browser.
To navigate back to the main view of your folders, simply tap the device's back button.

[/accordion-item]

[accordion-item title= "Browsing within the Xmarks App" id="h4"]

To search for a specific bookmark, simply tab the "search" option at the top of your screen. A search field will appear allowing you to enter your keyword or site name. The bookmarks auto-sort to display matching sites as you narrow your search:

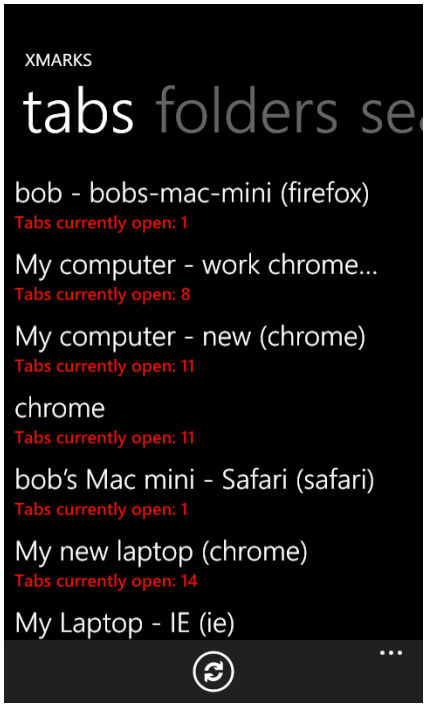


Select the bookmark's name to launch the site in the stock browser.

[/accordion-item]

[accordion-item title= "Open Tabs" id="h5"]

If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.



Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

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[accordion-item title= "Sync Your Mobile Data" id="h6"]

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[/accordion]

Windows Phone 7

[accordion openfirst=true scroll=true clicktoclose=true]
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2. Select "apps".
3. Click the search icon at the bottom of the screen.
4. Type, "Xmarks" into the "Marketplace Search" text field.
5. Select, "Xmarks" in the search results.
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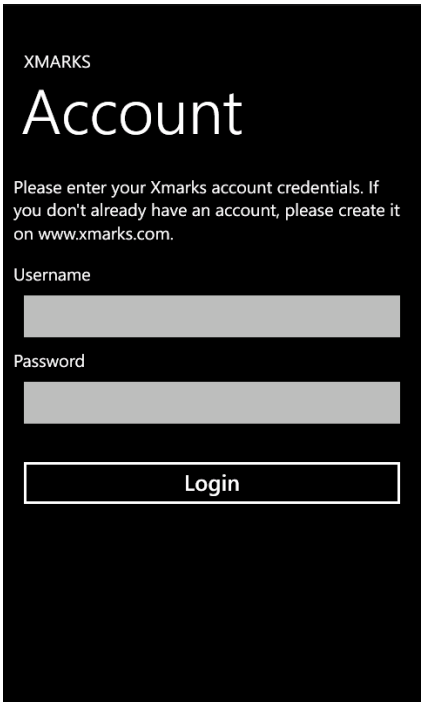

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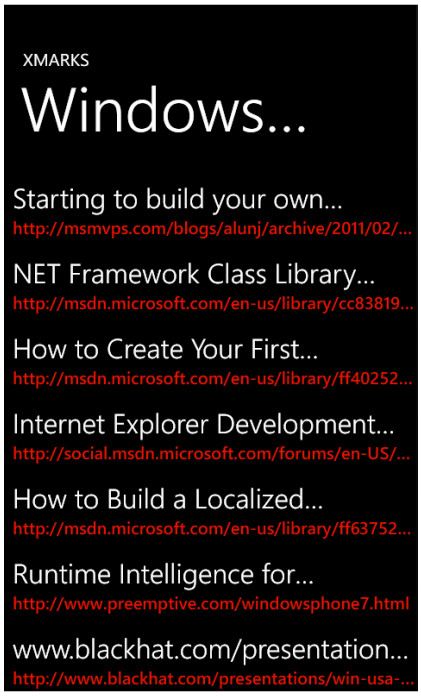

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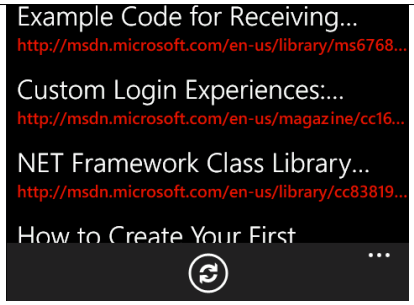

Select the bookmark's name to launch the site in the stock browser.

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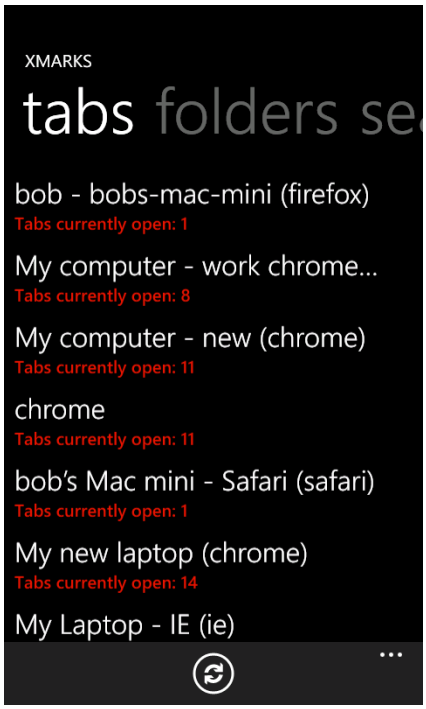
[accordion-item title= "Open Tabs" id="h5"]

If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.



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[accordion-item title= "Sync Your Mobile Data" id="h6"]

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Windows Phone 7

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To install Xmarks for Windows Phone 7:

1. Open the Marketplace on your device.
2. Select "apps".
3. Click the search icon at the bottom of the screen.
4. Type, "Xmarks" into the "Marketplace Search" text field.
5. Select, "Xmarks" in the search results.
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[accordion-item title= "Using Xmarks for Windows Phone 7" id="h3"]

After installing the Xmarks application on your Windows Phone, you can launch the application by tapping on the icon.
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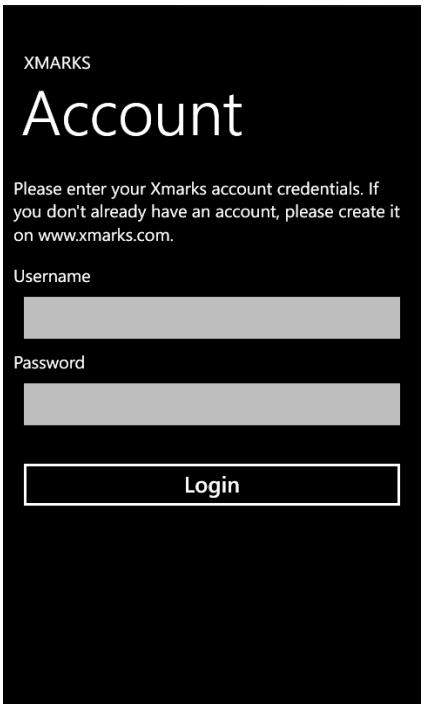

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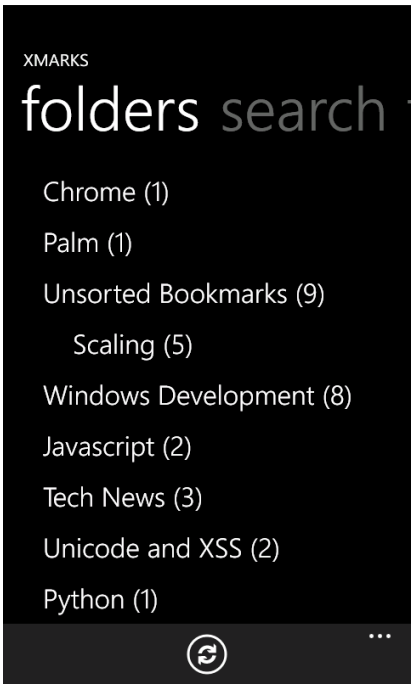

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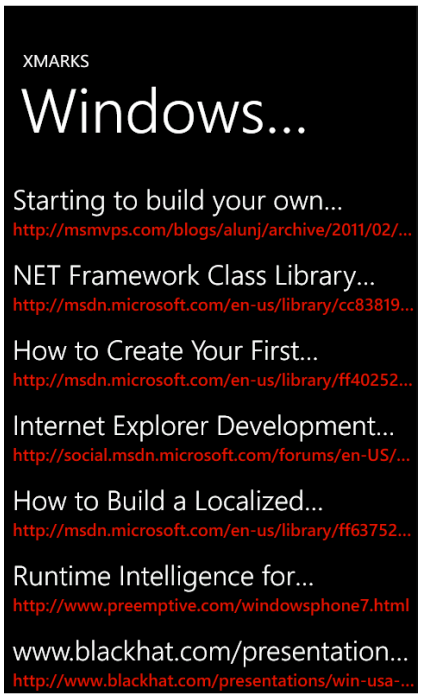

The title of the bookmark is in white, with the URL listed below in red. Tapping on the bookmark's name or URL launches it in the stock browser.
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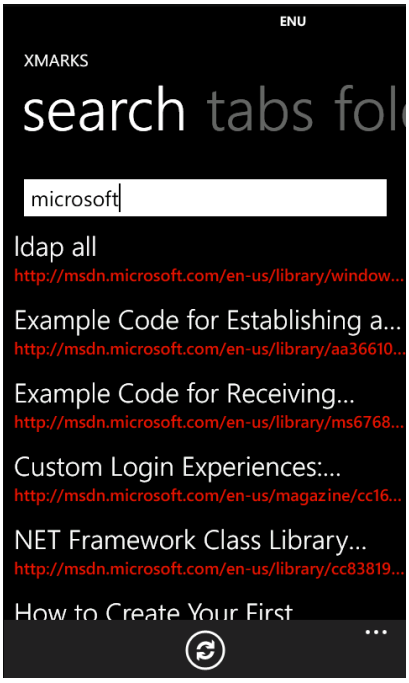
[accordion-item title= "Browsing within the Xmarks App" id="h4"]

To search for a specific bookmark, simply tab the "search" option at the top of your screen. A search field will appear allowing you to enter your keyword or site name. The bookmarks auto-sort to display matching sites as you narrow your search:



Select the bookmark's name to launch the site in the stock browser.

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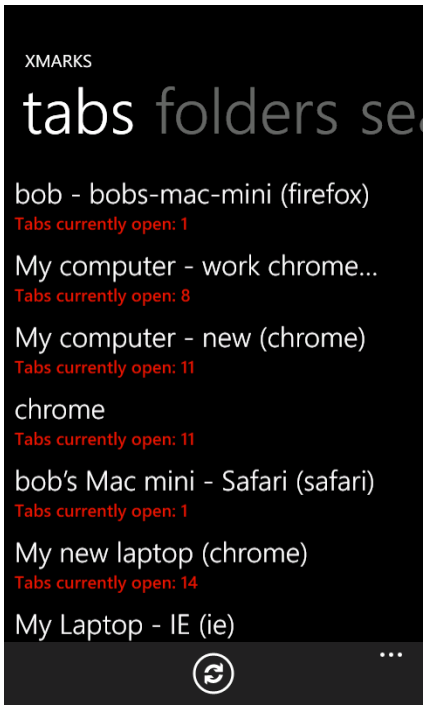
[accordion-item title= "Open Tabs" id="h5"]

If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.



Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

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[accordion-item title= "Sync Your Mobile Data" id="h6"]

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[/accordion-item]
[/accordion]

Windows Phone 7

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks for Windows Phone 7" id="h1"]

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[/accordion-item]

[accordion-item title= "Installing for Windows Phone 7" id="h2"]

To install Xmarks for Windows Phone 7:

1. Open the Marketplace on your device.
2. Select "apps".
3. Click the search icon at the bottom of the screen.
4. Type, "Xmarks" into the "Marketplace Search" text field.
5. Select, "Xmarks" in the search results.
6. Select, "install".
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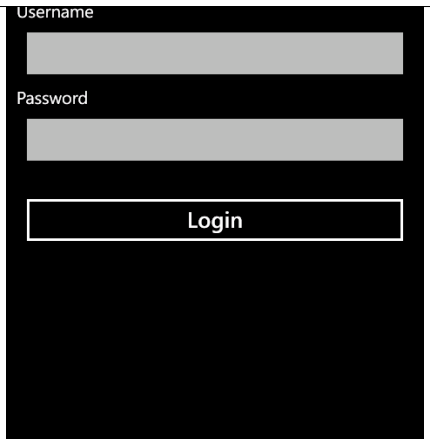
[accordion-item title= "Using Xmarks for Windows Phone 7" id="h3"]

After installing the Xmarks application on your Windows Phone, you can launch the application by tapping on the icon.
Enter your Xmarks login details and select "Login":

XMARKS
Account
Please enter your Xmarks account credentials. If you don't already have an account, please create it on www.xmarks.com.



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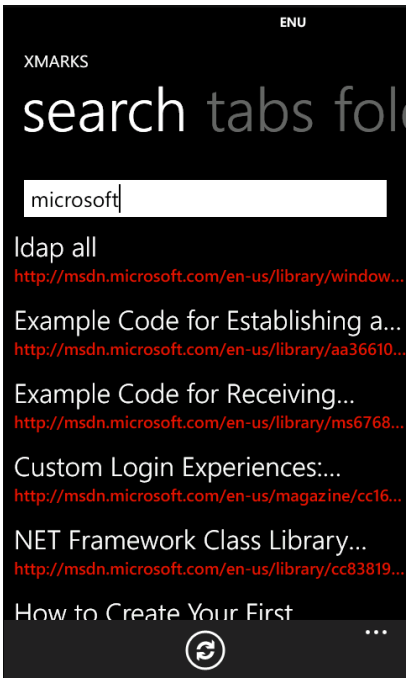

Select the bookmark's name to launch the site in the stock browser.

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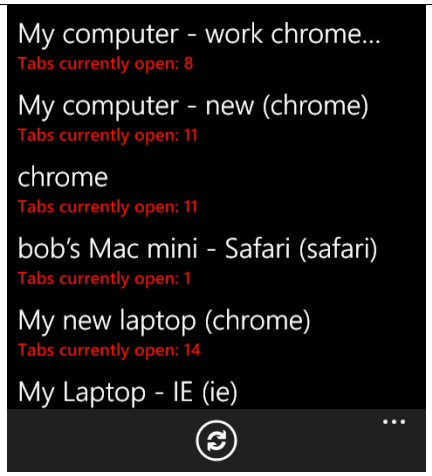
[accordion-item title= "Open Tabs" id="h5"]

If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.


My computer - work chrome...
Tabs currently open: 8
My computer - new (chrome)
Tabs currently open: 11
chrome
Tabs currently open: 11
bob's Mac mini - Safari (safari)
Tabs currently open: 1
My new laptop (chrome)
Tabs currently open: 14
My Laptop - IE (ie)

Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

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Windows Phone 7

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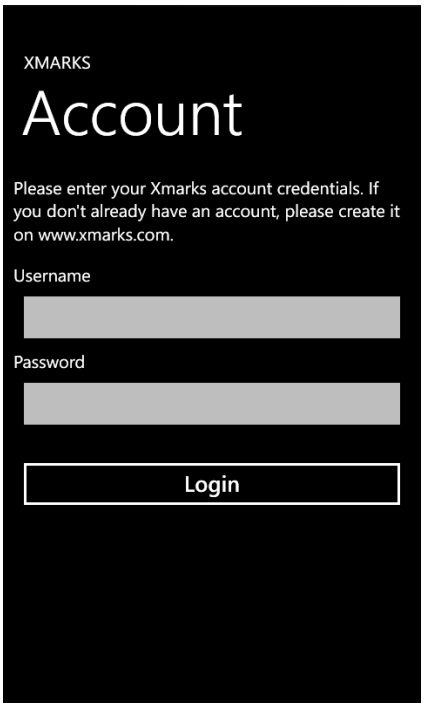

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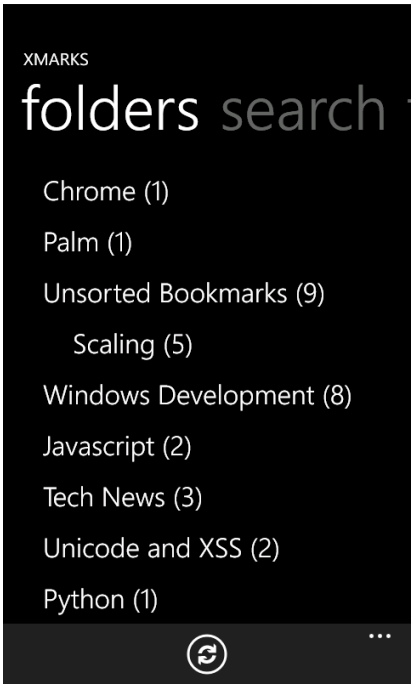

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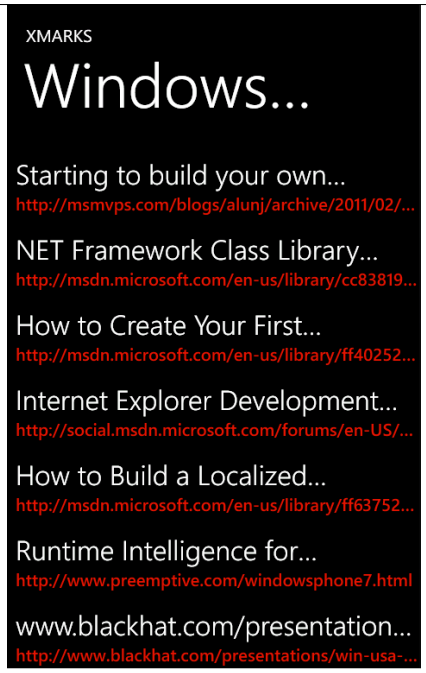

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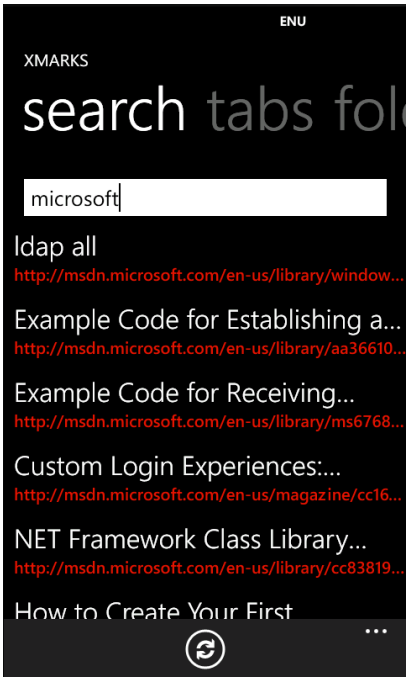

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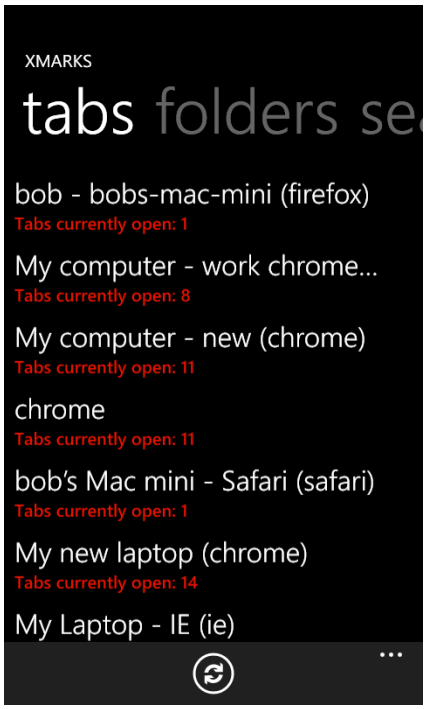

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[/accordion-item]

[accordion-item title= "Installing for Windows Phone 7" id="h2"]

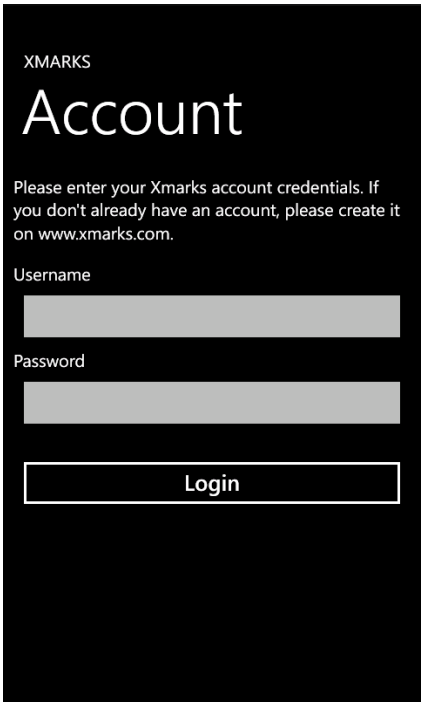
To install Xmarks for Windows Phone 7:

1. Open the Marketplace on your device.
2. Select "apps".
3. Click the search icon at the bottom of the screen.
4. Type, "Xmarks" into the "Marketplace Search" text field.
5. Select, "Xmarks" in the search results.
6. Select, "install".
7. Once Xmarks has been successfully installed, select Xmarks to launch the application.

[/accordion-item]

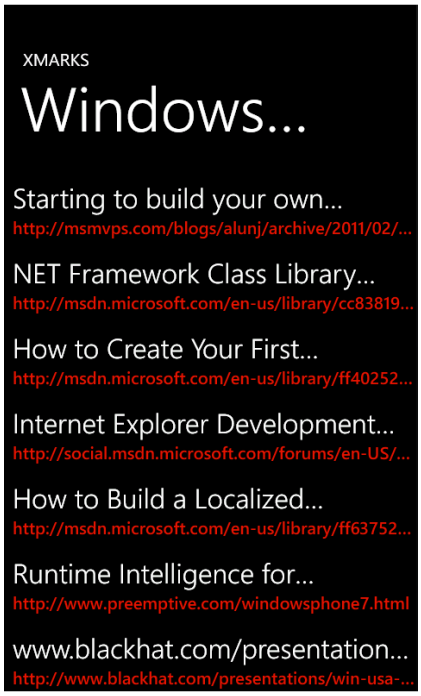
[accordion-item title= "Using Xmarks for Windows Phone 7" id="h3"]

After installing the Xmarks application on your Windows Phone, you can launch the application by tapping on the icon.
Enter your Xmarks login details and select "Login":



You should see your folders and subfolders displayed in alphabetical order. The number of bookmarks stored in each folder and subfolder is indicated in parenthesis to the right of the folder's name:

You can swipe up the screen to quickly scan your folders. Tapping the name of a folder or subfolder load a list of that folder's bookmarks, where you can swipe up or down to search for a specific bookmark:

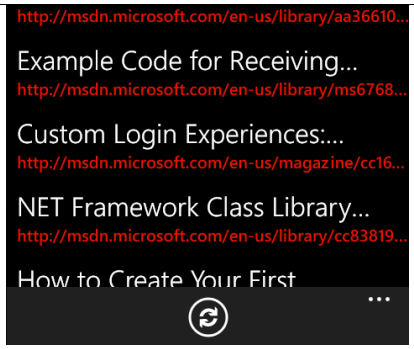


The title of the bookmark is in white, with the URL listed below in red. Tapping on the bookmark's name or URL launches it in the stock browser.
To navigate back to the main view of your folders, simply tap the device's back button.

[/accordion-item]

[accordion-item title= "Browsing within the Xmarks App" id="h4"]

To search for a specific bookmark, simply tab the "search" option at the top of your screen. A search field will appear allowing you to enter your keyword or site name. The bookmarks auto-sort to display matching sites as you narrow your search:

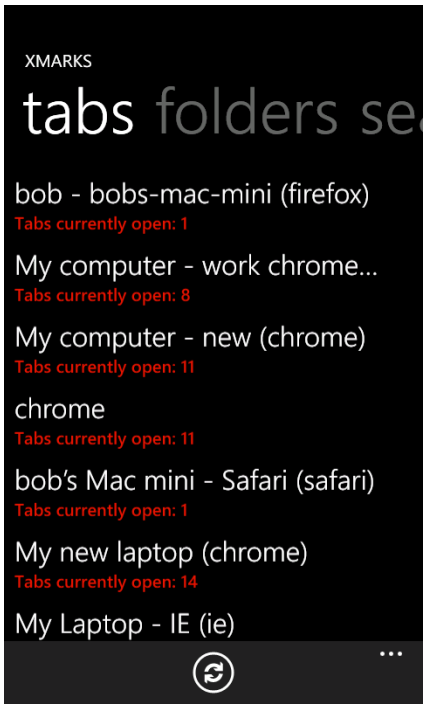


Select the bookmark's name to launch the site in the stock browser.

[/accordion-item]

[accordion-item title= "Open Tabs" id="h5"]

If you have enabled Open Tab Sync for your account, tap the "tabs" option to see a list of your devices and number of open tabs. If this feature isn't currently enable for your account, you can go to your Xmarks icon on your desktop browser > select "Xmarks Settings" > choose the "Sync" tab > check "Open Tabs". You'll need to select this option on every Xmarks browser extension you have installed; you can name the device, and individual browser, so they are easily identifiable in other locations.



Tapping the name of the device allows your to view the tabs that are currently open. Tapping the name of the tab allows you to launch the URL in the stock browser.

[/accordion-item]

[accordion-item title= "Sync Your Mobile Data" id="h6"]

Although polling occurs automatically to keep your data up-to-date across your devices, you can refresh your data at any time by selecting the sync option. The icon appears at the bottom of your screen throughout the app, represented by the image of two arrow circling back on each other.

[/accordion-item]

[/accordion]

Windows Phone 7

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks for Windows Phone 7" id="h1"]

Xmarks for Windows Phone 7 is an application that will allow you to carry your Xmarks data around with you and easily login to access your bookmarks and open tabs from your phone.

As with all smartphone applications, Xmarks for Windows Phone 7 is part of our **Premium** offering.

[/accordion-item]

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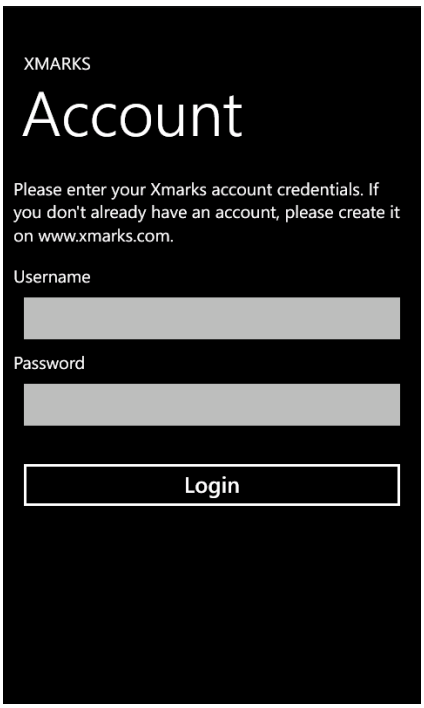

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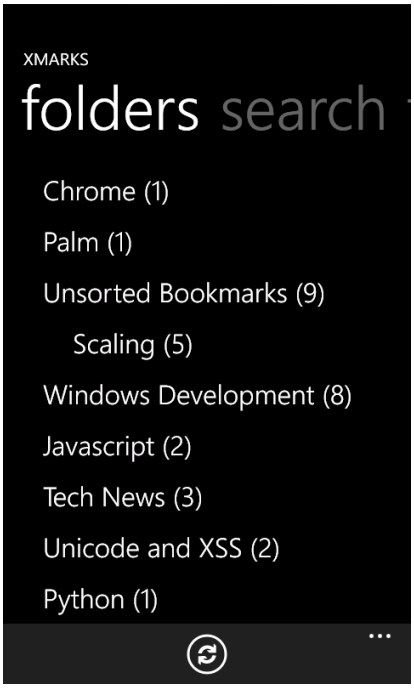

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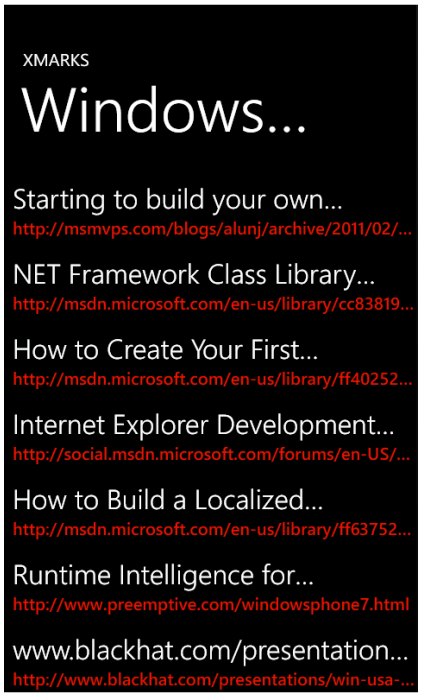

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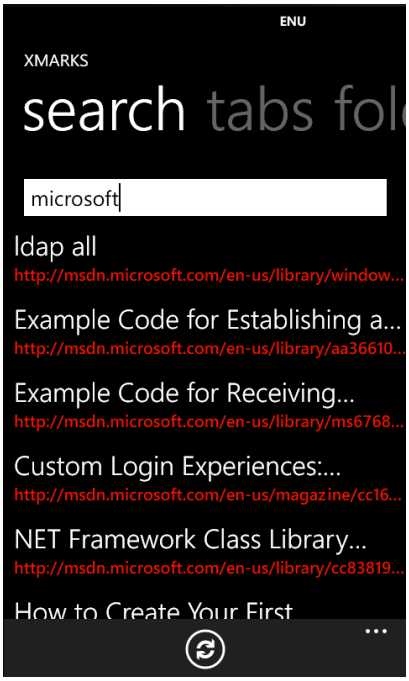

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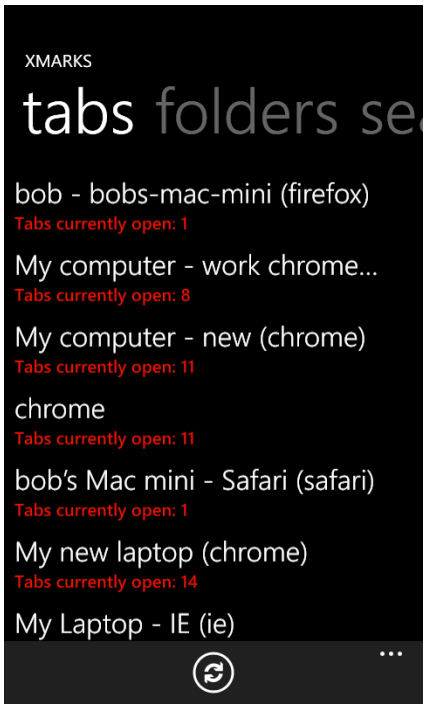

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[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to

the beginning of time > click Clear Browsing Data.

- In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
- In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.

- Make sure your cache is enabled. Perform the following steps:

1. In the URL (address) bar type the following without the quotes: "about:config"
2. In the filter box type "browser.cache".
3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'
- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.

- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.

- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.
[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.

2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.
- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our permission.
- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
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- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

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1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
  - In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
  2. In the filter box type "browser.cache".
  3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.

- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.

- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.

- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.

- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'

- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.

- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.

- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.
[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.
2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.
- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.

- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our permission.
- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]

[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
  - In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
  2. In the filter box type "browser.cache".
  3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

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I created an account, but the Setup Wizard can't find it. What happened?

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- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

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In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

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I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
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Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

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- Be sure that you have used the Setup Wizard to create your account.
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- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
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How do I change my password?

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[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

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- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.

- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
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- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.
- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should

only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our

permission.

- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data >

check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.

- In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
- In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.

- Make sure your cache is enabled. Perform the following steps:

1. In the URL (address) bar type the following without the quotes: "about:config"
2. In the filter box type "browser.cache".
3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'
- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.

- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.

- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.
[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.

2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.
- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
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What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

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2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

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[/accordion-item]
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Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
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We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
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[/accordion-item]
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First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your

Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
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  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
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How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

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- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
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Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

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 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

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Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
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- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.

- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.

- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.

- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.

- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'

- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.

- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.

- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.
[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.
2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.

- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our permission.
- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
  - In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
  2. In the filter box type "browser.cache".
  3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
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- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.
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How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

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Check **here** for the location of your Xmarks icon.

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[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.
2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

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- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.

- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
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The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

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1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
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[/accordion-item]
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- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our

permission.

- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data >

check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.

- In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
- In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.

- Make sure your cache is enabled. Perform the following steps:

1. In the URL (address) bar type the following without the quotes: "about:config"
2. In the filter box type "browser.cache".
3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting

[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
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- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.

- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.

- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.
[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.

2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.
- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our permission.
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First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your

Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
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  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
  2. In the filter box type "browser.cache".
  3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

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Uninstalling and Deleting
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- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

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In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

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We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
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I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
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I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.

- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.

- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.

- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.

- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'

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In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.
2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.

- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our permission.
- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
  - In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
  2. In the filter box type "browser.cache".
  3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'
- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.
- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.
- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.

[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.
2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

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- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.

- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
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You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

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The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

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1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
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1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
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- Click "View" to display your bookmarks in a new browser window.
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[/accordion-item]
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Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
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- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our

permission.

- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
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[/accordion-item]
[/accordion]

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[accordion openfirst=true scroll=true clicktoclose=true]
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First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
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- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

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After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
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check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.

- In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
- In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.

- Make sure your cache is enabled. Perform the following steps:

1. In the URL (address) bar type the following without the quotes: "about:config"
2. In the filter box type "browser.cache".
3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting

[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

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- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'
- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.

- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.

- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.
[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.

2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.
- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our permission.
- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your

Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
  - In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
  2. In the filter box type "browser.cache".
  3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

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Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

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```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.

- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.

- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.

- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.

- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'

- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.

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[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.
2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

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- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.
- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.

- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
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2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should only perform a manual download if the bookmarks on the server are everything that you need.

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1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
[accordion-item title="Using Other Servers" id="h8"]

Can I use Xmarks with my own server?

Xmarks currently supports both FTP and WebDAV (via HTTP or HTTPS). Just fill in the appropriate server settings on the Xmarks dialog (including the "Advanced Server Settings" on the "Other" tab) to connect Xmarks with your server. In our experience, WebDAV is faster and more robust than FTP, but both work. Recently we've made some improvements to optimize network utilization, but those improvements are available only to WebDAV installations. FTP will probably not be so well supported in future Foxmarks releases, as it's just a more limited server.

If you use your own server, we're less able to help you with problems that you might encounter. Caveat switchor.

The Setup Wizard assumes that you're using the Xmarks server, and knows how to set up accounts only on sync.foxmarks.com. If you're using your own server, *don't* use the Setup Wizard (press **Cancel** when it starts).

Please note that we can't provide support if you're using your own server.

Can I run my own Xmarks server?

You can run parts of it yourself. Xmarks was once based on the Open Source Application Foundation's Cosmo Server, which you can download and install yourself. For a variety of reasons, mostly related to the volume of traffic we handle, we're no longer using Cosmo, but Xmarks remains compatible with it.

Xmarks should also run relatively well with any WebDAV server and less well with any FTP server.

Is Xmarks compatible with proxy servers?

Often not. If your browser is configured to use a proxy server, you'll probably find that you have to disable it just for the Xmarks extension's communications with the Xmarks server. See **this page** for more information.

Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
[/accordion-item]
[accordion-item title="Distributing the Xmarks Add-on" id="h9"]

Can I distribute the Xmarks add-on on a CD, DVD, or other media?

We are delighted that you are interested in sharing Xmarks with more people. You may distribute the Xmarks add-on, provided that you agree to the following conditions:

- You will distribute the latest production Xmarks client available at the time your media is prepared for distribution. The latest production version will always be available on the **Xmarks website**.
- You will not modify the add-on in any way.
- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
- You will send an email to support@xmarks.com to notify us about your plans prior to starting distribution. This is simply to notify us, you do not need to wait for our permission.
- We reserve the right to revoke your distribution rights at any time.

Can I distribute the Xmarks add-on from my website?

Yes you may, provided that you agree to the provisions listed in the answer above. However, we encourage you to link to the**Xmarks website** instead.
[/accordion-item]
[accordion-item title="What are Xmarks users talking about right now?" id="h10"]

Visit **Xmarks' Forums**.
[/accordion-item]
[accordion-item title="Still Stuck?" id="h11"]

If your Xmarks issue was not discussed in our forums, please post your question to our **forum** or open an Xmarks **support request**.

[/accordion-item]
[/accordion]

Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Get Help for Using Xmarks" id="h0"]

View Xmarks' top issues and what Xmarks users are talking about right now in our **forums** page.
[/accordion-item]
[accordion-item title="Download, Install, Uninstall Questions" id="h1"]

When I try to download, I get a message saying that Xmarks isn't compatible. What should I do?

First, make sure that you are in fact running a **compatible version** of your browser. You can check the version of the browser you're running by selecting the "About" option in your browser menu.

- For Firefox: Select Firefox > Help > About Firefox
- For Chrome: Select the Wrench icon > About Google Chrome
- For Internet Explorer: Select Help > About Internet Explorer
- For Safari: Select Safari > About Safari

If you aren't running a compatible version, upgrade your browser: Upgrade your Firefox: **Mozilla's website**, upgrade your Chrome: **Google Chrome's website**, upgrade your Internet Explorer: **Window's website** or upgrade your Safari for Mac: **Apple's website**.

If you're running a compatible version of your browser but it still complains about version incompatibility, perform the following steps:

1. In the address bar type "about:config".
2. In the filter box type "version".
3. If you see an entry that says "app.extensions.version", reset it by right-clicking on that entry and then select the "Reset" option.

After making these changes, try to install Xmarks again.

When I try to download, I get a message saying "Download Error." What should I do?

There are two possible causes for this problem stemming from your browser's configuration. Check the following:

- Make sure that your cache is cleared.
  - In Firefox: Firefox > Options > Options > Privacy tab > click Clear your recent history > under Time range to clear > change to Everything > click the Details arrow > check Cache > Clear Now > OK.
  - In Chrome: Wrench > Options > Under the Hood > click Clear Browsing Data > check Empty the Cache > under Obliterate the following items from: > change to the beginning of time > click Clear Browsing Data.
  - In Internet Explorer: Tools > Delete Browsing History (Crtl+Shift+Del) > check Temporary Internet files > Delete.
  - In Safari: Safari > Empty Cache (Left shift+Option+E) > Empty.
- Make sure your cache is enabled. Perform the following steps:
  1. In the URL (address) bar type the following without the quotes: "about:config"
  2. In the filter box type "browser.cache".
  3. In the filtered list you should see an entry called: "browser.cache.disk.enable". Double-clicking on this option will toggle it between true and false. Make sure that it is set to "true".

How do I uninstall and/or delete my account?

Uninstalling and Deleting
[/accordion-item]
[accordion-item title="Install and Setup" id="h2"]

Where do I create my account?

If you intend to use the Xmarks Server (the only configuration that we support), the setup wizard (which launches automatically after installation) will guide you through the account setup process, which you'll do exactly once.

If you're using some other server, speak to that server's administrator about setting up an account to use.

I created an account, but the Setup Wizard can't find it. What happened?

The only way to create an account for use with Xmarks is by using the Setup Wizard. If you created an account some other way, you have unfortunately gone down the wrong path. Use the Setup Wizard to create an account and the rest should go easily.

How do I restart the Setup Wizard?

The Setup Wizard runs automatically exactly once, and otherwise stays out of the way to avoid bothering you. If you need to start the Setup Wizard again, do the following:

- For Firefox, Chrome and Internet Explorer: Xmarks icon > Xmarks Settings > Status tab > Run Setup Wizard > OK.
- For Safari: Xmarks icon > Xmarks for Safari Settings > General tab > Run Setup Wizard.

Installing won't work, I get an error message!

Sometimes the files the Firefox web browser uses to store extension records can become corrupted; follow the instructions found at the **Firefox Knowledge Base**, and you should be able to install Foxmarks afterward.

Also, on one verified occasion an OS X user encountered the following error in the Firefox Error Console while trying to install the Foxmarks extension:

```
Error: [Exception... "Component returned failure code: 0x80520008

 (NS_ERROR_FILE_ALREADY_EXISTS) [nsILocalFile.create]"

 nsresult: "0x80520008 (NS_ERROR_FILE_ALREADY_EXISTS)" location: "JS frame::

 file:///Applications/Firefox.app/Contents/MacOS/components/nsExtensionManager.

:: openSafeFileOutputStream:: line 556" data: no]

Source File: file:///Applications/Firefox.app/Contents/MacOS/components/nsExten

Line: 556
```

In this case, creating an entirely new profile fixed things up. For more information on the Firefox Profile Manager and how to create new profiles, check out **this link**.

Does Xmarks work on portable versions of Firefox?

We've had several reports of the Xmarks extension working well with USB and other portable versions of the Firefox browser. So: Yes!
[/accordion-item]
[accordion-item title="Account and Password Issues" id="h3"]

I forgot my password.

1. Go to: **https://login.xmarks.com/login/forgot_password**
2. Enter your email into the field.
3. Click "Send Login Link".
4. We will email you a temporary link to log in. Once you have logged in, you may change your password.

Note that if you change your password, you will also need to change the Xmarks account password stored in each browser where you have installed the Xmarks add-on, otherwise synchronization will fail.

I'm having trouble logging into my.foxmarks.com! What should I do?

Please note the following if you are having difficulties logging in:

- Make sure you're logging in at the right place: **http://my.foxmarks.com/**.
- Be sure that you have used the Setup Wizard to create your account.
- Usernames and passwords are **case sensitive** -- this means that *MyPassword* is different from *mypassword*. Use the same case for both username and passwords that you used when you created your account.
- Try using your email address instead of your Xmarks username -- they should be interchangeable.

I keep receiving a message saying that my "Username and password appear to be invalid." How do I fix this?

- For Xmarks to work, you need to have created a synchronization account on our server, and Xmarks needs to know your username and password so it can access that account. If you don't have an account, or you haven't provided to Xmarks the correct username and password, you'll see this error message ("Username and password appear to be invalid") every time that Xmarks tries to sync.
- If you have never created an account, run the Setup Wizard to have it create an account for you. Once you've completed this process, you should be set.
- If you *have* created an account, make sure that the username and password provided to Xmarks are both correct. Open the Xmarks Settings Dialog (Tools > Foxmarks > Settings...), correct any errors you see in the username and password fields, and press "Synchronize Now" to verify that all is well. If sync succeeds, you are set.
- If this still does not work, you may be misremembering your username or password. To verify your account info, go to **http://www.xmarks.com/**, and click on "My Account". Use your username and password to log in. If you can log in successfully, go back to the previous step and make sure you're set the same username and password in the Xmarks Control Panel that you just used to log in on the web.
- If you cannot login on the web, click on the "forgot" link. Follow the instructions there to either recover your password or receive a temporary login credential via email. Try correcting your username and password in the Xmarks Settings Dialog (as described in the preceding paragraph) and then try to sync again. If it succeeds, you are set.
- This can also happen if you have your browser configured not to remember any passwords. If you really want to keep that setting while continuing to use Xmarks, click the 'Ok' button until you get rid of the alerts, then type your username and password, and click 'Synchronize now'
- Running Firefox under Linux? There's a case pointed out by an Xmarks user where, if you're running Firefox under Linux, the file `signons2.txt` needs to be writeable by your user account in order for the password data to be properly updated for Firefox access.
- Have you installed **Sticky Password** under Windows? Unfortunately, Sticky Password doesn't seem to play nicely with the Xmarks add-on; presently the only option seems to be to disable Sticky Password.
- If none of these works for you, please **contact us** for further assistance.

The link you sent me when I requested a temporary login didn't work. Why not?

If you've forgotten your username and/or password and used the form we provide to have us send you a temporary login link, you should note that that link expires 24 hours after we send it to you. If you allow more than one day to elapse before using the link, you'll find that clicking on it fails to automatically log you in. Request another temporary login, and use the link provided within one day to access your account.

How do I change my account information?

Go to **http://www.xmarks.com/** and click on "My Account". After logging in, you'll be directed to a page that will allow you to edit your account information.

Note that you can't change your username once it's created. If need be, you can **delete your account**; then you can create a new one with the new name.

How do I change my password?

If you'd like to change your password, click **here** and follow the instructions given.

[/accordion-item]
[accordion-item title="my.xmarks.com" id="h4"]

The my.xmarks.com page is blank for me!

This can happen if you have javascript disabled in your web browser, or have another javascript blocking extension installed. For example, "Ad Muncher" is known to break the my.xmarks.com display. Try enabling javascript or disabling other browser extensions to get this to work.

There's also been a report of Norton Ad Blocker causing this behavior--to fix under that case, you have to add my.xmarks.com to Norton Ad Blocker's permitted sites, then add the path "/".
[/accordion-item]
[accordion-item title="Errors and Problems"]

Help! Something strange happened to my bookmarks. What do I do?

If something has gone awry, don't fear: it most cases, there is a backup available. For more information about backups available to you through Xmarks, **see this page**.

If you believe you have discovered a bug, please let us know! Email us at support@xmarks.com or **submit a support ticket**.

The Xmarks icon has disappeared!

Check **here** for the location of your Xmarks icon.

When I use Xmarks, I see an empty dialog that says "Status" and shows a "?". What should I do?

This can happen if Xmarks has been incompletely installed, a problem that we've seen occasionally on Mac OSX. We don't yet know what causes the problem, but it can usually be fixed by uninstalling Xmarks and re-installing it.
[/accordion-item]
[accordion-item title="Features" id="h5"]

Hey, you clobbered my favorite keyboard shortcut! Can I change it?

In Firefox, by default, Ctrl-Shift-O will open the Xmarks settings dialog, and Ctrl-Shift-S will force Xmarks to sync with the server (a.k.a. "Sync Now"). If you'd like to change the letter used for these shortcuts, you can do so with a small amount of gymnastics:

1. Visit your configuration settings by typing 'about:config' into the Firefox location bar.
2. Enter 'xmarks.shortcut' into the filter field, and you should see the two shortcuts listed. You can change any config value by selecting the entry, right-clicking, then choosing the "Modify" command from the menu--you may need to restart your browser for the change to take effect.

Can I view my bookmarks when I'm not at my own computer?

Yes! If you're traveling or otherwise away from your normal computers, just visit **http://my.xmarks.com/** and enter your username and password for your account. After logging in, you'll be able to access your bookmarks much like you can from your own computer.

There are many cool features in My Xmarks that you might want to use even when you're on your own computer:

- **organize** your bookmarks, since you can see them all at once and in one easy-to-use display format.
- **add** or **delete** bookmark.
- **edit** descriptions, tags, titles, etc via the Details dialog.
- search for a particular bookmark in your collection using the Search dialog (it searches titles, URLs, descriptions, and tags.
- view all your bookmarks in a **flat list** sorted any way you like via Grid View.
- **import** your public del.icio.us bookmarks, or public bookmarks from other del.icio.us accounts.
- view and **restore** old bookmark sets, if you ever lose your bookmarks or accidentally delete something you need.

- choose '**sync profiles**', so you can only sync a specified subset of your bookmarks to some of your computers, or restrict the bookmarks you see when you visit our mobile site (**http://my.xmarks.com/mobile**).

Note that this system is available only if you're using our server to store your bookmarks.

Is there a version of my.xmarks.com for my mobile device?

Visit our mobile site at http://my.xmarks.com/mobile/, or http://mobile.xmarks.com/.

Also, if you'd like to only see some of your bookmarks on your mobile device, check out our Sync Profiles feature.
[/accordion-item]
[accordion-item title="Miscellaneous Questions" id="h7"]

How do I sort my bookmarks alphabetically?

You can sort your bookmarks manually on the server at **my.xmarks.com** then download or sort them in your browser's bookmark manager then upload:

- For Firefox: Bookmarks > Show All Bookmarks (Crtl+Shift+B) > select a folder to sort > Views > Sort.
- For Chrome: Wrench > Bookmark Manager > select a folder to sort > Organize > Reorder by Title.
- For Internet Explorer: Favorites > Organize Favorites > select folder to sort > right-click > Sort by Name.
- For Safari: There is no sort option in Safari's bookmark manager. Sort bookmarks on the server.

What is this "Unsorted" bookmarks folder?

The "Unsorted" bookmarks folder is a feature present in Firefox 3+, and it not a feature of Xmarks. It's related to the star icon that you see in your address bar. When you click that star icon once, the page that you are currently on gets bookmarked and placed in the "Unsorted" bookmarks folder. You can learn more about this folder and using the star icon **here**.

How do I setup Xmarks on a second or third computer?

1. **On your other computer, go to www.xmarks.com.**
2. **Click "Install Now".**
3. **In the setup wizard, select "Yes, I am a registered Xmarks user".**
4. **Enter your username and password.**
5. **Repeat these steps on all of your computers.**

My bookmarks disappeared!

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recoverable. Here are some things you can do:

Download your bookmarks from the Xmarks Server

1. Login to my.xmarks.com to examine your bookmarks as they exist on the Xmarks server. This set of bookmarks found on my.xmarks.com is what will appear following the download.
2. Close out the **my.xmarks.com** window.
3. Select the Xmarks icon.
4. Click "Xmarks Settings".
5. Click the "Advanced" tab (In Internet Explorer, click "Advanced").
6. Click "Download Bookmarks".
7. A message will appear asking you to confirm the overwrite of your local bookmarks, click "OK".

This will restore your bookmarks to match their state on the Xmarks server. Note that you will lose bookmarks you had on this computer before the download. So, you should

only perform a manual download if the bookmarks on the server are everything that you need.

Restore to a previous version

1. Go to **my.xmarks.com**.
2. Click, "Tools".
3. Select, "Explore & Restore Old Bookmarks".
4. Select a set of bookmarks from the list.

- Click "View" to display your bookmarks in a new browser window.
- Click "Export" to save them to a file.
- Click "Restore" to replace your existing bookmarks with your old set.

[/accordion-item]
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Tip: If synchronizing fails, first connect through the proxy by requesting a webpage. The proxy will ask for username and password, and afterwards the update succeeds.
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- You understand that the Xmarks add-on is copyrighted by LastPass Inc.
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[/accordion-item]
[/accordion]

Sending Us Your Log File

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Sending us your log file" id="h0"]

If you encounter an error message, send us your log file so we can assess the error and provide you with the best solution.

Enable Logging

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Advanced" tab.
4. Under "Logging", check "Enable Logging".

Attach your log as a .txt file or .zip file to a **support ticket**.

[tabbed_section]
[tab title="Firefox"]

1. In Firefox, click on the Xmarks icon
2. Click on the "Advanced" tab, and click "Show Log File". This will open up your Xmarks logfile in a new window
3. Copy-and-paste the file into a text file and attach it to your support ticket.

[/tab]
[tab title="Chrome"]

1. Go to chrome://extensions and click the Options button to open the Settings window
2. Select the Advanced tab and look for instructions, or just see the instructions in the advanced section below

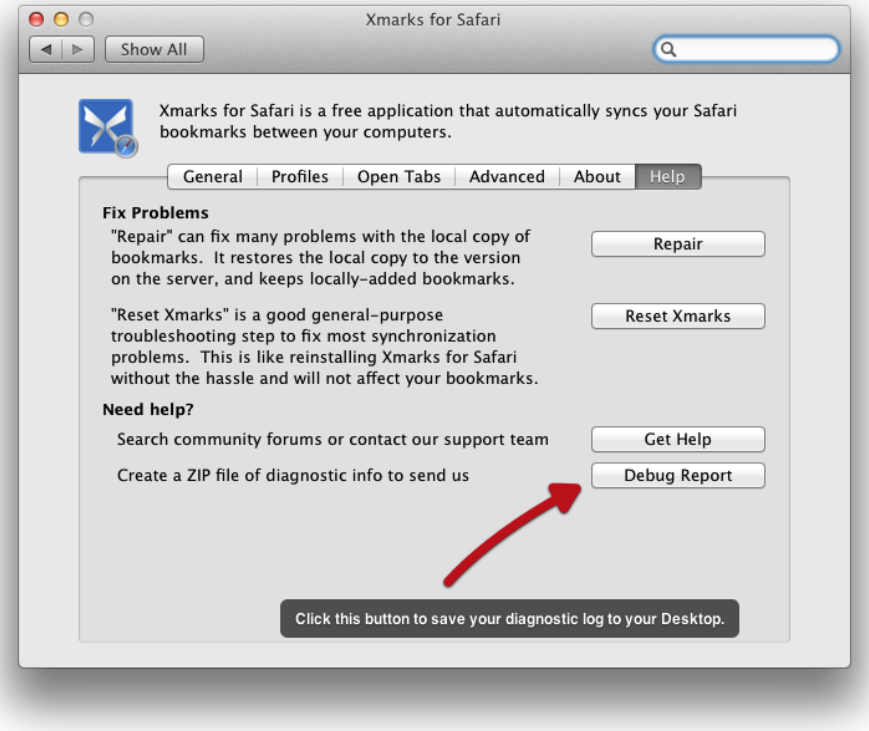
[/tab]
[tab title="Internet Explorer"]

1. In Internet Explorer, double click on the Xmarks logo in your task bar
2. Click on the "Advanced" tab, and click "Show Log File". This will open up your Xmarks logfile in a new window
3. Copy-and-paste the file into a text file and attach it to your support ticket.

[/tab]

[tab title="Safari"]

1. Click on the Xmarks icon, then select Xmarks for Safari Settings
2. Click on the "Help" tab, and click "Debug Report". This will create a .zip file
3. Attach the zip file to a support ticket.


Xmarks for Safari
Show All
Xmarks for Safari is a free application that automatically syncs your Safari bookmarks between your computers.
General
Profiles
Open Tabs
Advanced
About
Help
Fix Problems
"Repair" can fix many problems with the local copy of bookmarks. It restores the local copy to the version on the server, and keeps locally-added bookmarks.
Repair
"Reset Xmarks" is a good general-purpose troubleshooting step to fix most synchronization problems. This is like reinstalling Xmarks for Safari without the hassle and will not affect your bookmarks.
Reset Xmarks
Need help?
Search community forums or contact our support team
Get Help
Create a ZIP file of diagnostic info to send us
Debug Report
Click this button to save your diagnostic log to your Desktop.

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title="Locating your Log File the hard way via the Disk" id="h1"]

[tabbed_section]
[tab title="Firefox"]

The file is called xmarks.log. It's kept in your Firefox profile directory.&#65533;See **https://support.mozilla.org/en-US/kb/profiles-where-firefox-stores-user-data** to find your profile directory.
[/tab]
[tab title="Chrome"]

1. To see log output, go to chrome://settings/extensions and click the link to inspect the background.html view for Xmarks. (Note: if you don't see the option to inspect anything, you'll need to check the "Developer mode" box at the top and click the grey arrow to the right of the Xmarks icon.)
2. Click the Console Tab. Any Chrome errors will be printed in red.
3. Left click and drag your cursor over the log to select all the content listed or Ctrl+S to save the entire log in Windows, Command+S on Mac. Then, Ctrl+C to copy.
4. Paste the data into a plain text document and attach it to your ticket.

[/tab]
[tab title="Internet Explorer"]

The log file is stored in your Xmarks user directory. To find this directory you'll need to open regedit:

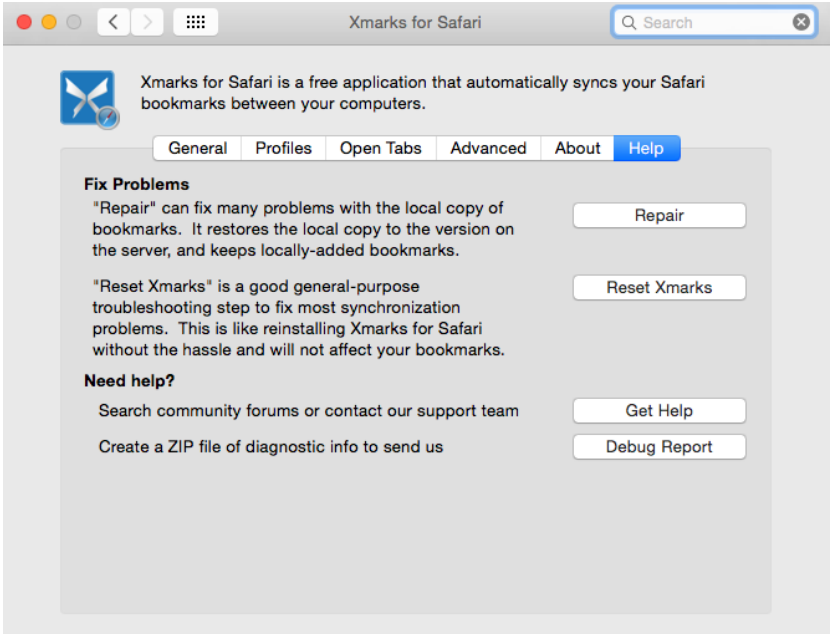
1. You can open regedit by opening the Start menu and typing&#65533;`regedit` into the text box.
2. Once regedit is open you'll need to navigate to: HKEY_CURRENT_USER\Software\Xmarks\IEToolbar\Settings
3. In that folder there shoold be a setting named&#65533;`userdir`. Double click on the setting and copy the location.

4. Hit cancel to close the dialog and then paste the location in Windows Explorer. There shoold be a file called`xmarkslog.txt` in that directory.

[/tab]
[tab title="Safari"]

The log file is stored in your home directory under**Home: Library: Xmarks: xmarks.log.txt**
[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title="Debug info Log" id="h2"]

To send us a debug info log, you will have to use Safari or Internet Explorer.
In your Xmarks settings, under 'Help', click on the button "Debug Report" to create a ZIP file to attach to the support ticket.


Xmarks for Safari
Search
Xmarks for Safari is a free application that automatically syncs your Safari bookmarks between your computers.
General
Profiles
Open Tabs
Advanced
About
Help
Fix Problems
"Repair" can fix many problems with the local copy of bookmarks. It restores the local copy to the version on the server, and keeps locally-added bookmarks.
Repair
"Reset Xmarks" is a good general-purpose troubleshooting step to fix most synchronization problems. This is like reinstalling Xmarks for Safari without the hassle and will not affect your bookmarks.
Reset Xmarks
Need help?
Search community forums or contact our support team
Get Help
Create a ZIP file of diagnostic info to send us
Debug Report

[/accordion-item]
[/accordion]

Sending Us Your Log File

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Sending us your log file" id="h0"]

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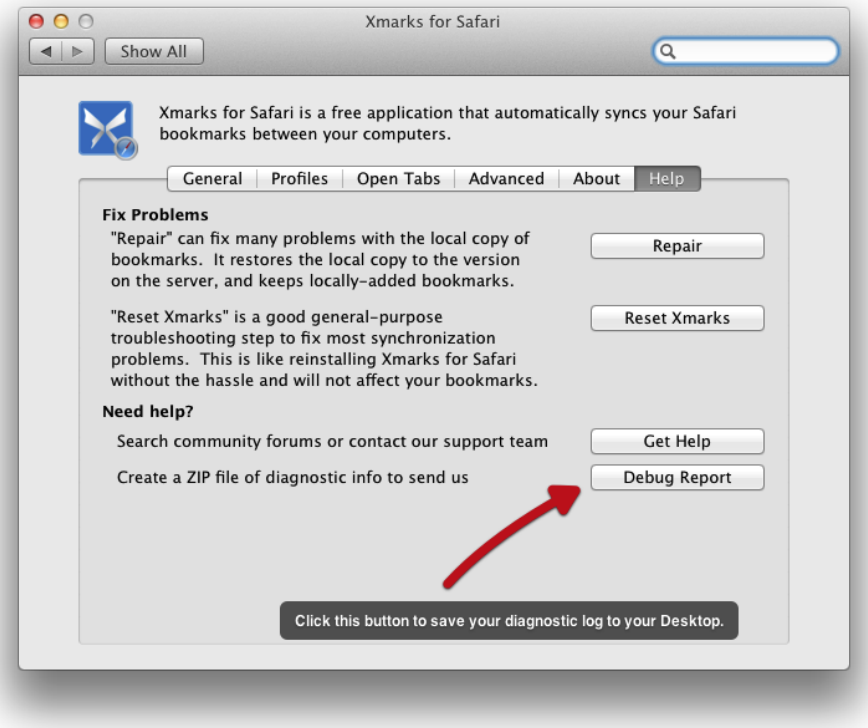
Xmarks for Safari
Show All
Xmarks for Safari is a free application that automatically syncs your Safari bookmarks between your computers.
General
Profiles
Open Tabs
Advanced
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Help
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HKEY_CURRENT_USER\Software\Xmarks\IEToolbar\Settings

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The log file is stored in your home directory under **Home: Library: Xmarks: xmarks.log.txt**
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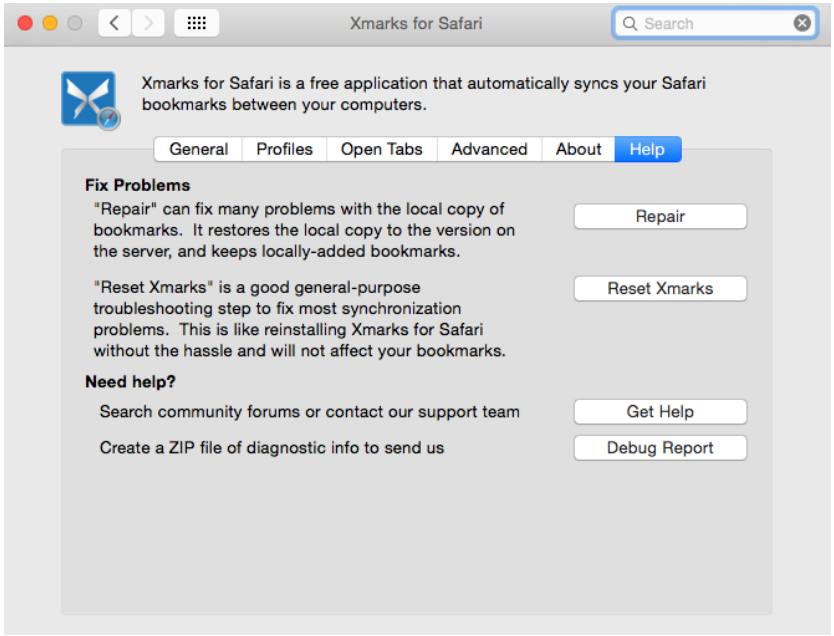
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Sending Us Your Log File

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Enable Logging

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Advanced" tab.
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Attach your log as a .txt file or .zip file to a **support ticket**.

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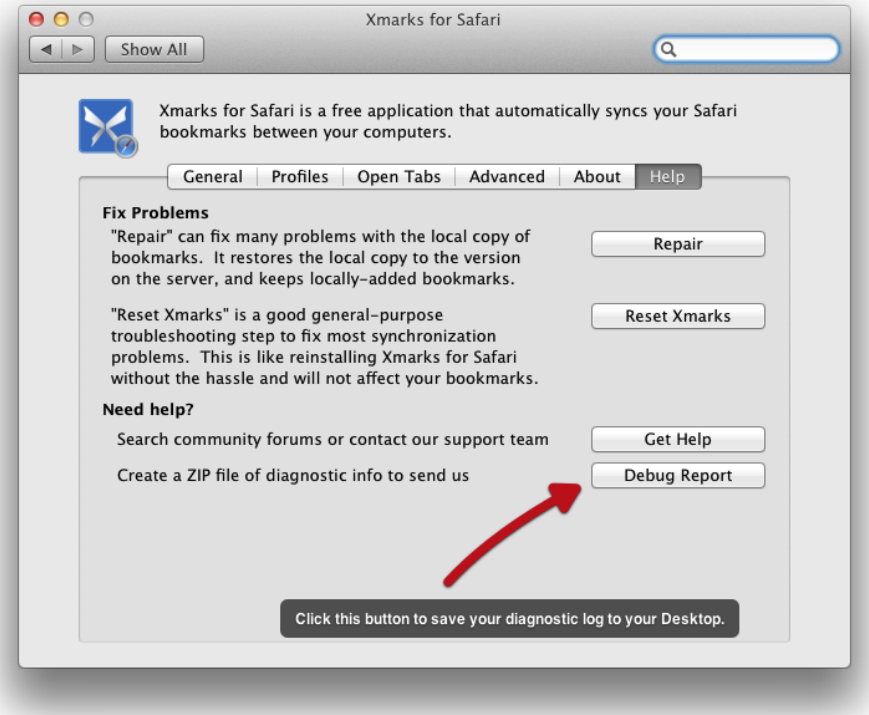
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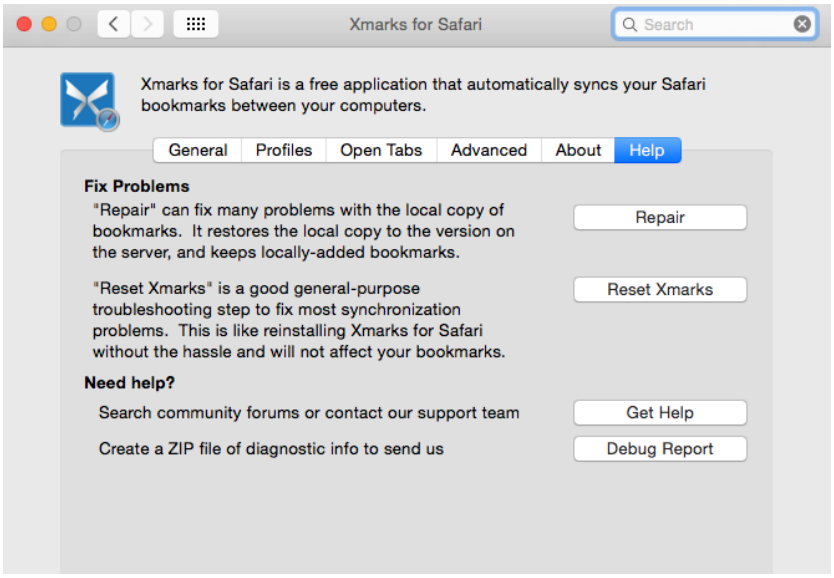
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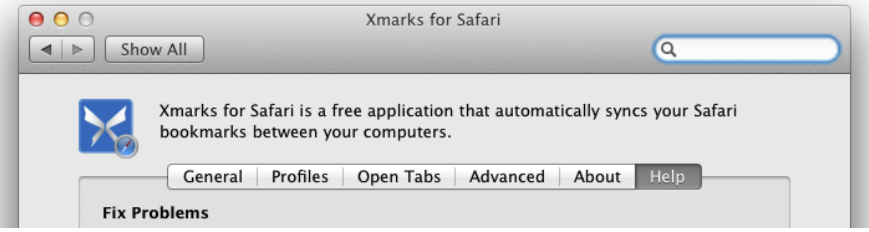

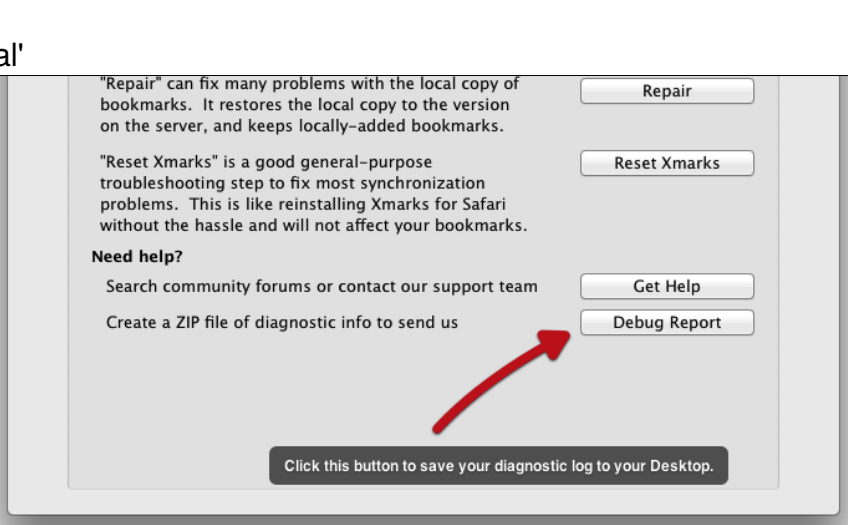
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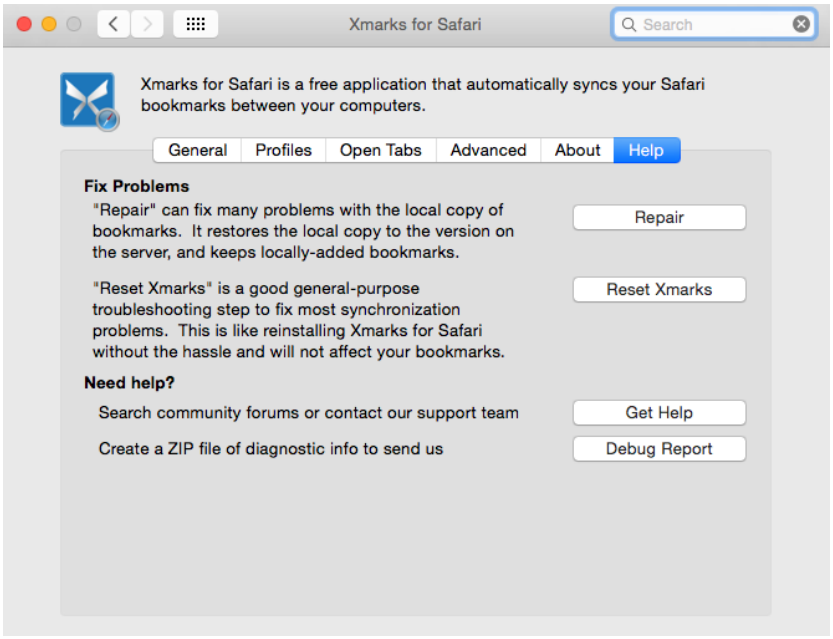
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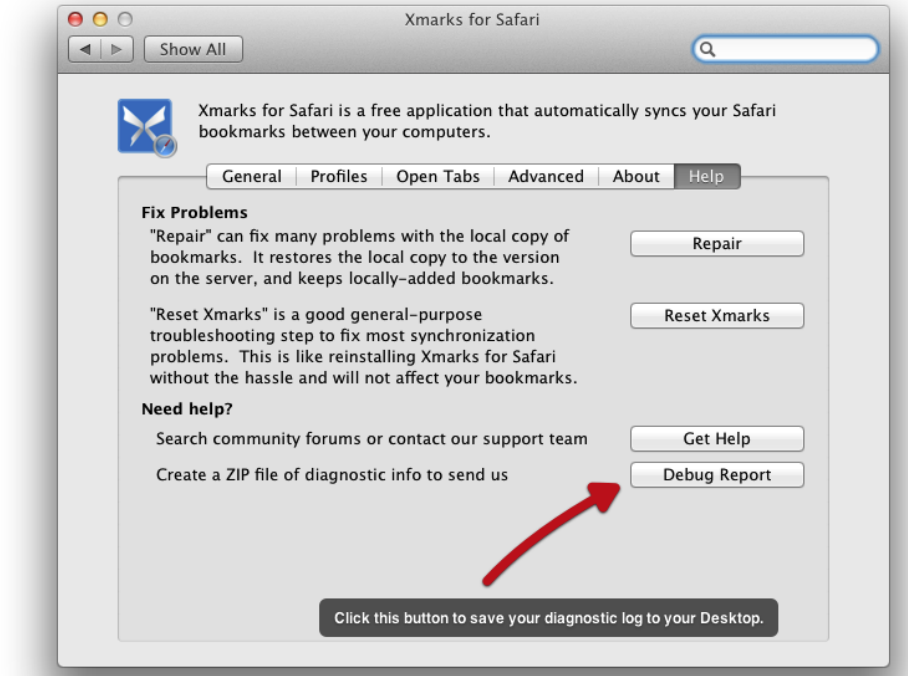
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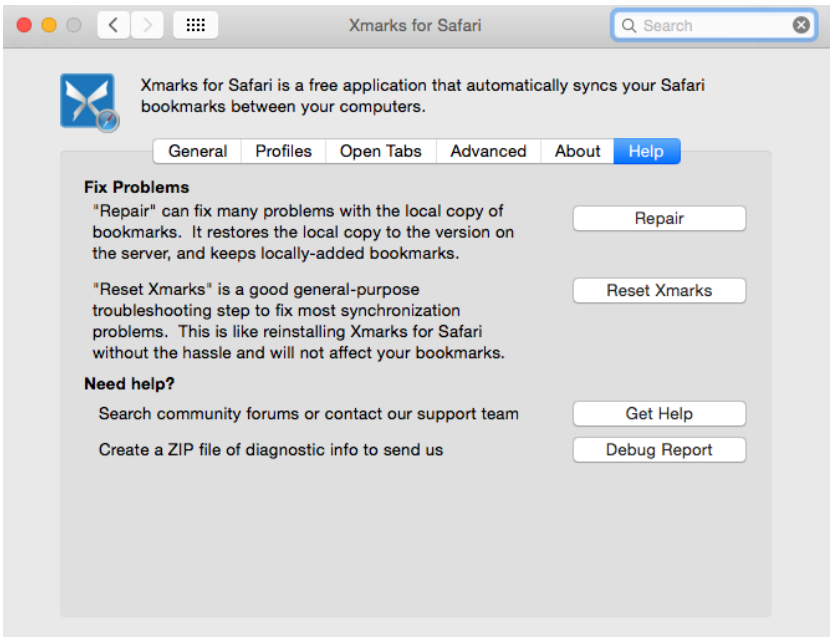
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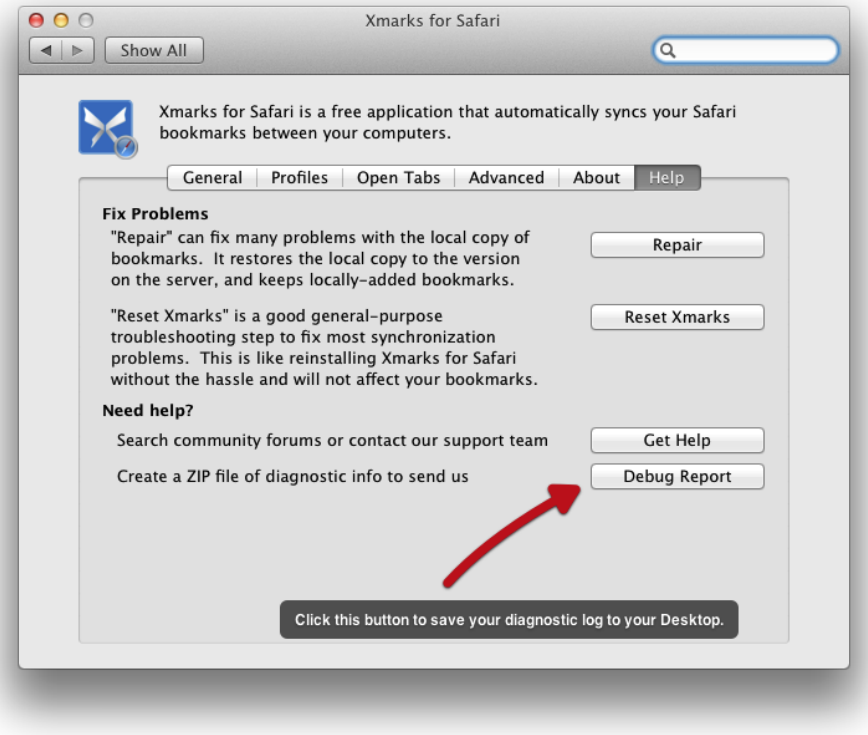
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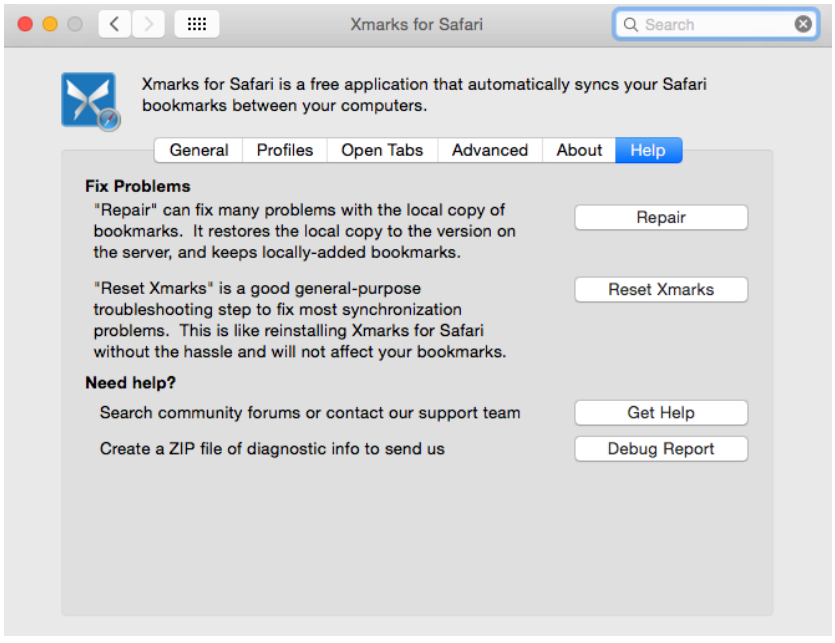
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2. Xmarks Settings will appear.
3. Select the "Advanced" tab.
4. Under "Logging", check "Enable Logging".

Attach your log as a .txt file or .zip file to a **support ticket**.

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1. In Firefox, click on the Xmarks icon
2. Click on the "Advanced" tab, and click "Show Log File". This will open up your Xmarks logfile in a new window
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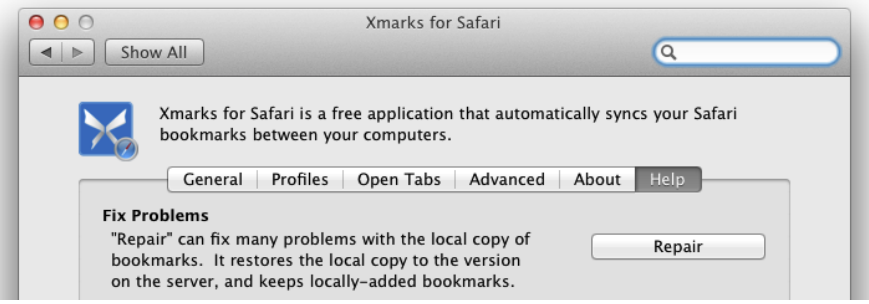
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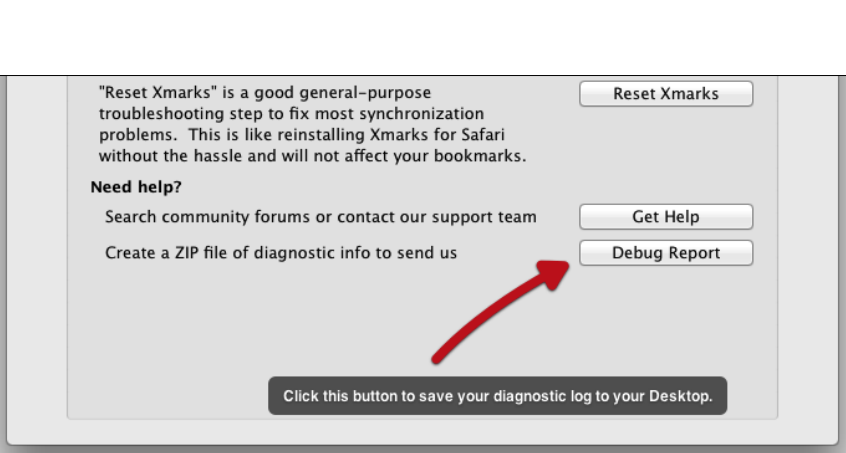
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1. You can open regedit by opening the Start menu and typing`regedit` into the text box.
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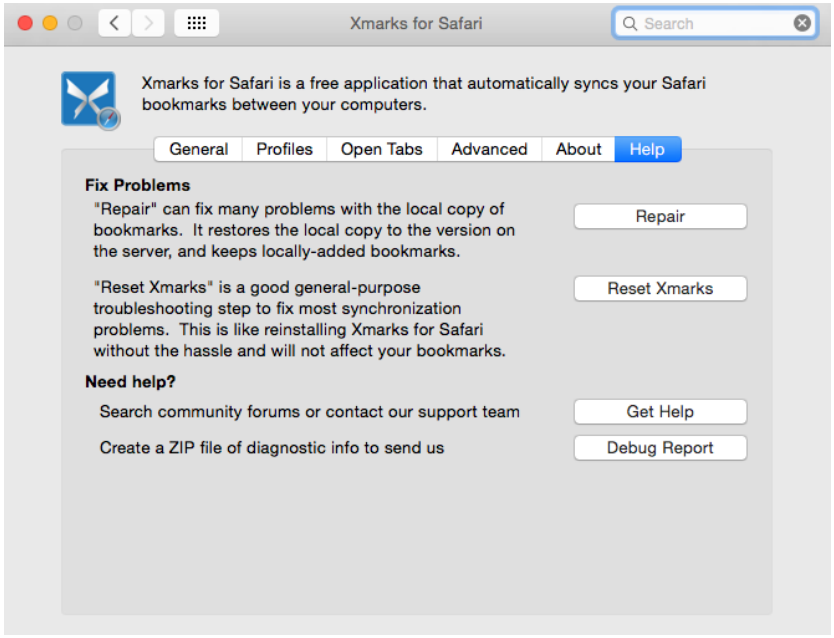
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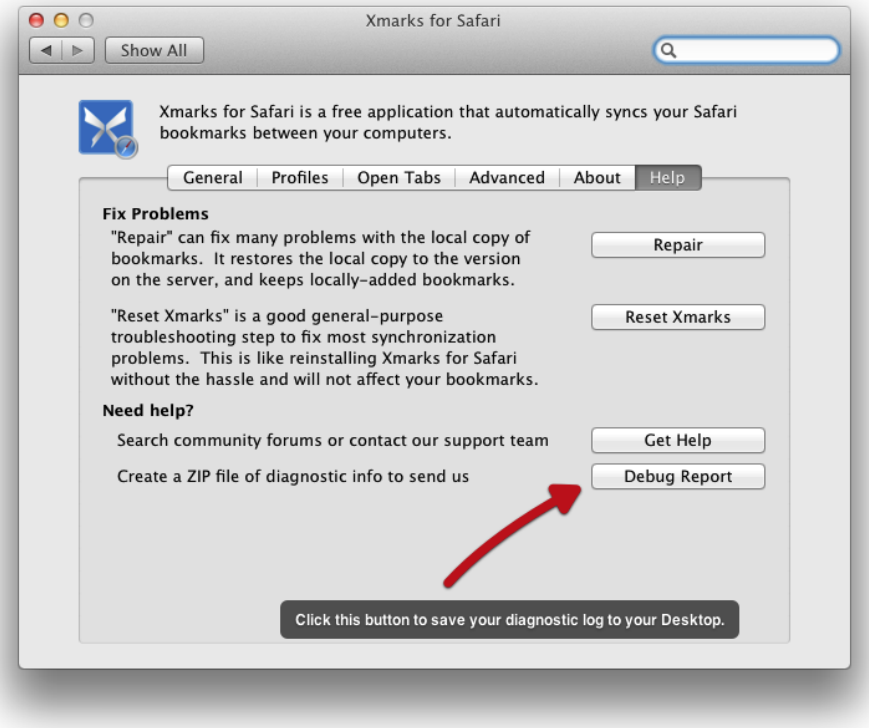
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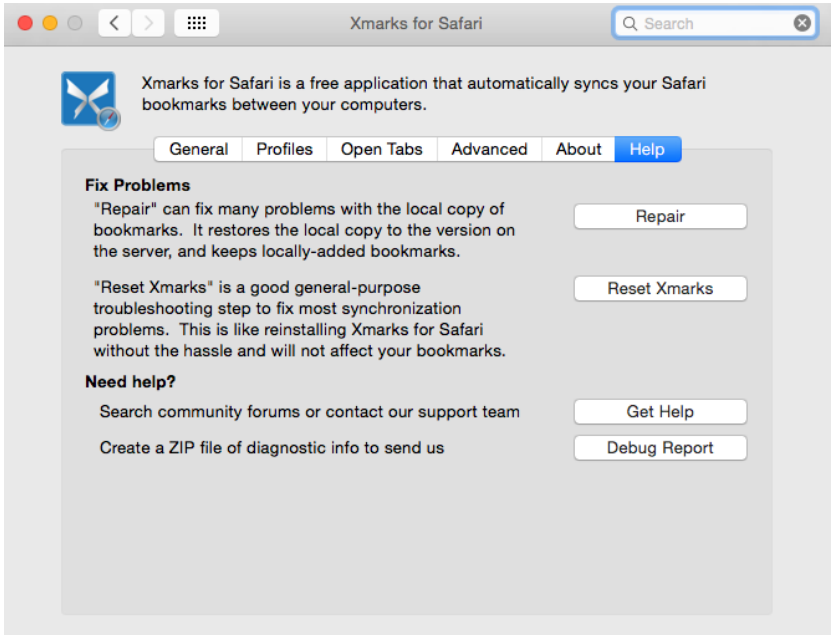
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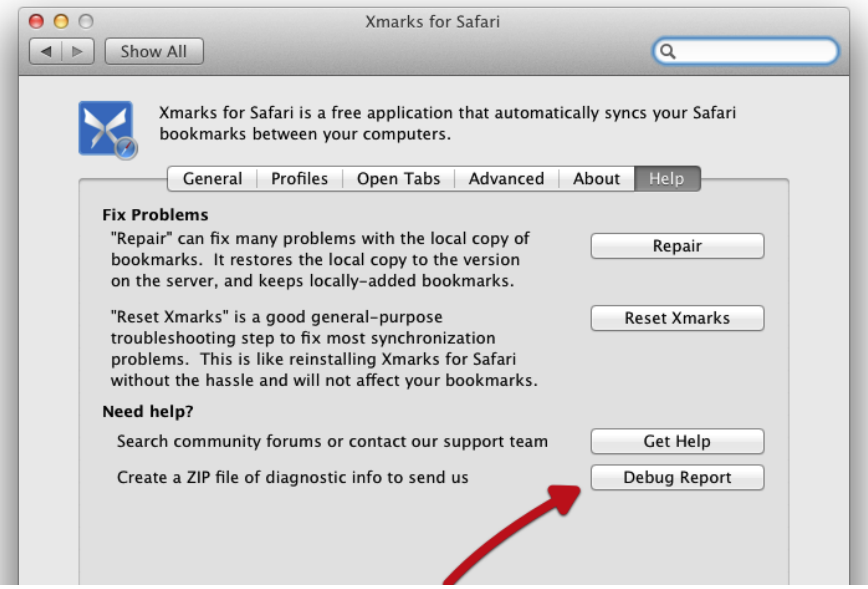
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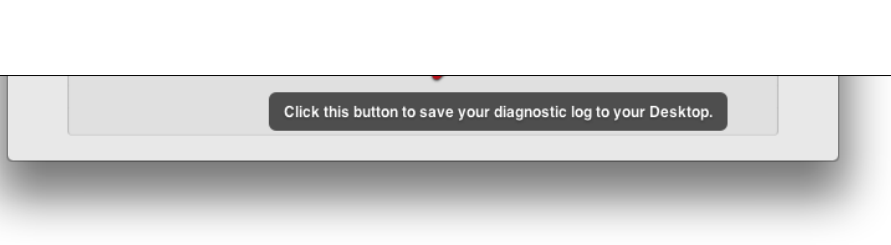

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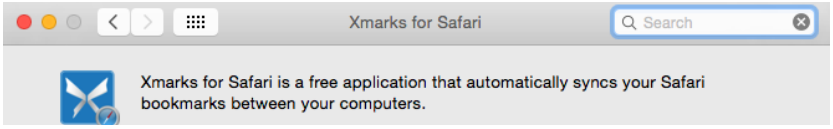
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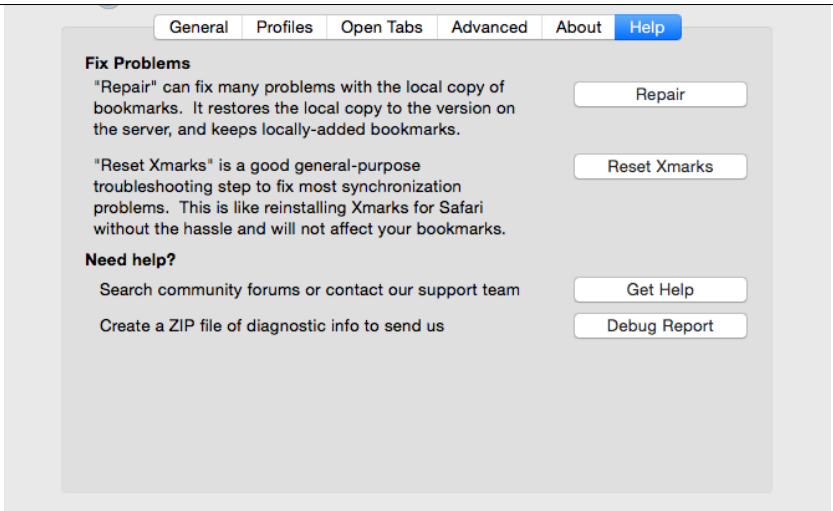
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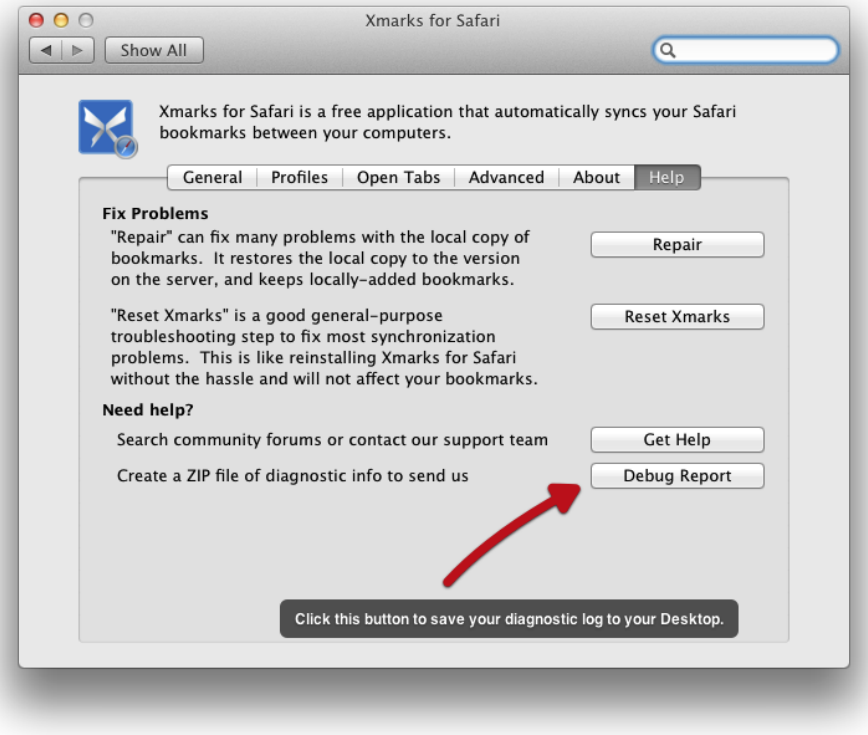
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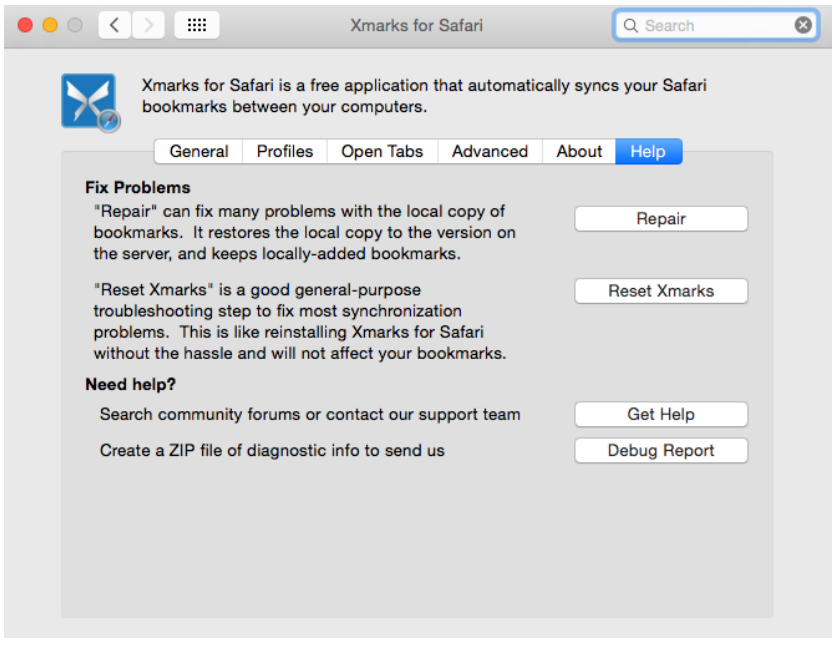
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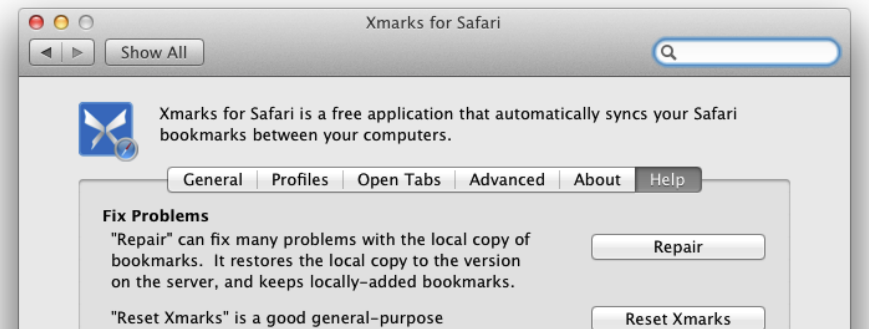
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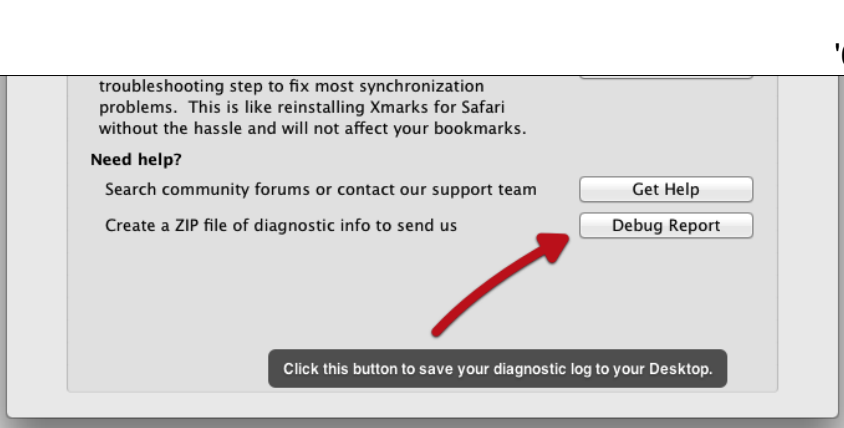
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The file is called xmarks.log. It's kept in your Firefox profile directory.&#65533;See **https://support.mozilla.org/en-US/kb/profiles-where-firefox-stores-user-data** to find your profile directory.
[/tab]
[tab title="Chrome"]

1. To see log output, go to chrome://settings/extensions and click the link to inspect the background.html view for Xmarks. (Note: if you don't see the option to inspect anything, you'll need to check the "Developer mode" box at the top and click the grey arrow to the right of the Xmarks icon.)
2. Click the Console Tab. Any Chrome errors will be printed in red.
3. Left click and drag your cursor over the log to select all the content listed or Ctrl+S to save the entire log in Windows, Command+S on Mac. Then, Ctrl+C to copy.
4. Paste the data into a plain text document and attach it to your ticket.

[/tab]
[tab title="Internet Explorer"]

The log file is stored in your Xmarks user directory. To find this directory you'll need to open regedit:

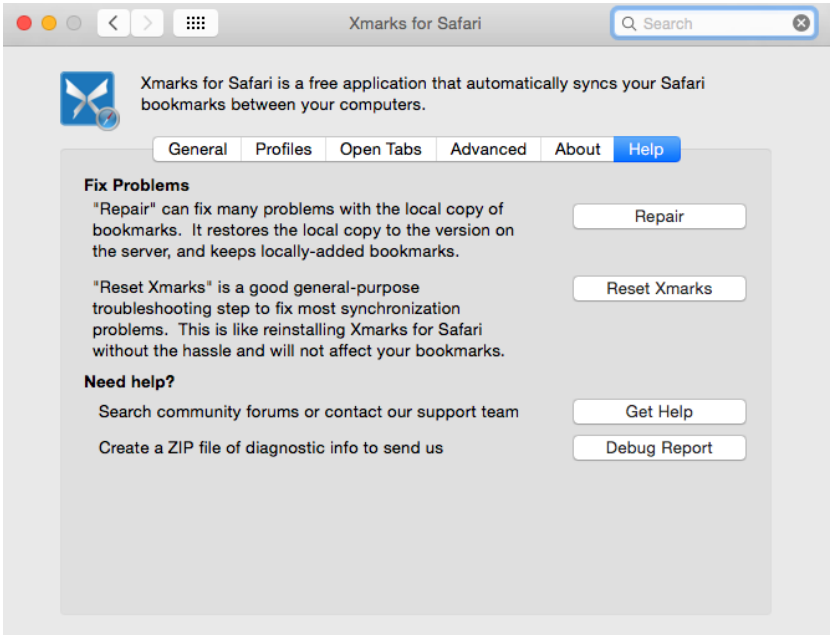
1. You can open regedit by opening the Start menu and typing&#65533;`regedit` into the text box.
2. Once regedit is open you'll need to navigate to: HKEY_CURRENT_USER\Software\Xmarks\IEToolbar\Settings
3. In that folder there shoold be a setting named&#65533;`userdir`. Double click on the setting and copy the location.
4. Hit cancel to close the dialog and then paste the location in Windows Explorer. There shoold be a file called&#65533;`xmarkslog.txt` in that directory.

[/tab]
[tab title="Safari"]

The log file is stored in your home directory under&#65533;**Home: Library: Xmarks: xmarks.log.txt**

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title="Debug info Log" id="h2"]

To send us a debug info log, you will have to use Safari or Internet Explorer.
In your Xmarks settings, under 'Help', click on the button "Debug Report" to create a ZIP file to attach to the support ticket.


Xmarks for Safari
Search
Xmarks for Safari is a free application that automatically syncs your Safari bookmarks between your computers.
General
Profiles
Open Tabs
Advanced
About
Help
Fix Problems
"Repair" can fix many problems with the local copy of bookmarks. It restores the local copy to the version on the server, and keeps locally-added bookmarks.
Repair
"Reset Xmarks" is a good general-purpose troubleshooting step to fix most synchronization problems. This is like reinstalling Xmarks for Safari without the hassle and will not affect your bookmarks.
Reset Xmarks
Need help?
Search community forums or contact our support team
Get Help
Create a ZIP file of diagnostic info to send us
Debug Report

[/accordion-item]
[/accordion]

Sending Us Your Log File

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Sending us your log file" id="h0"]

If you encounter an error message, send us your log file so we can assess the error and provide you with the best solution.

Enable Logging

1. Click the Xmarks icon.
2. Xmarks Settings will appear.
3. Select the "Advanced" tab.
4. Under "Logging", check "Enable Logging".

Attach your log as a .txt file or .zip file to a **support ticket**.

[tabbed_section]
[tab title="Firefox"]

1. In Firefox, click on the Xmarks icon
2. Click on the "Advanced" tab, and click "Show Log File". This will open up your Xmarks logfile in a new window
3. Copy-and-paste the file into a text file and

attach it to your support ticket.

[/tab]
[tab title="Chrome"]

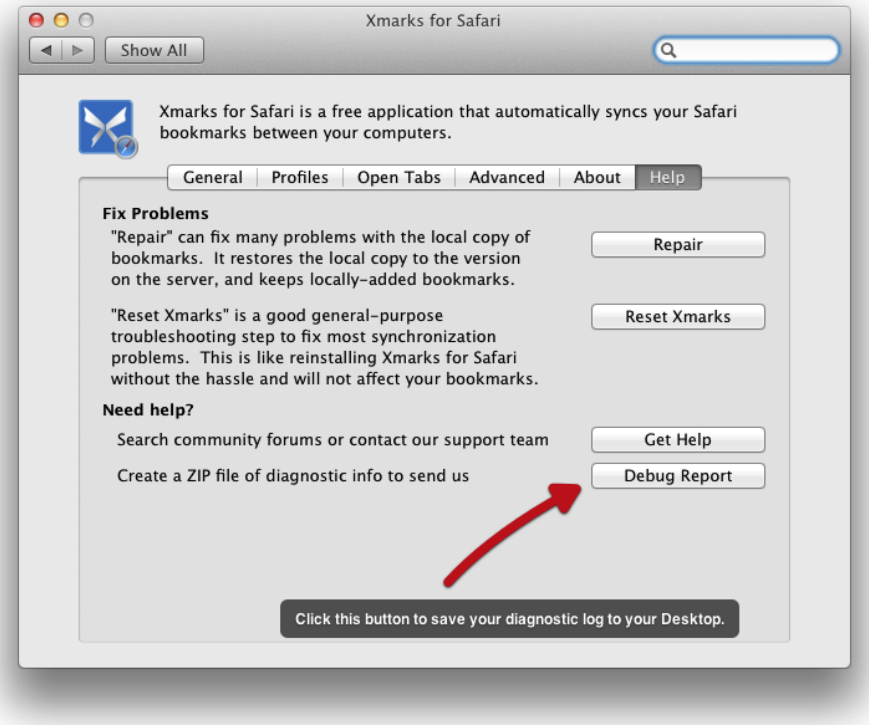
1. Go to chrome://extensions and click the Options button to open the Settings window
2. Select the Advanced tab and look for instructions, or just see the instructions in the advanced section below

[/tab]
[tab title="Internet Explorer"]

1. In Internet Explorer, double click on the Xmarks logo in your task bar
2. Click on the "Advanced" tab, and click "Show Log File". This will open up your Xmarks logfile in a new window
3. Copy-and-paste the file into a text file and attach it to your support ticket.

[/tab]
[tab title="Safari"]

1. Click on the Xmarks icon, then select Xmarks for Safari Settings
2. Click on the "Help" tab, and click "Debug Report". This will create a .zip file
3. Attach the zip file to a support ticket.


Xmarks for Safari
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Xmarks for Safari is a free application that automatically syncs your Safari bookmarks between your computers.
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Profiles
Open Tabs
Advanced
About
Help
Fix Problems
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Repair
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Reset Xmarks
Need help?
Search community forums or contact our support team
Get Help
Create a ZIP file of diagnostic info to send us
Debug Report
Click this button to save your diagnostic log to your Desktop.

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title="Locating your Log File the hard way via the Disk" id="h1"]

[tabbed_section]
[tab title="Firefox"]

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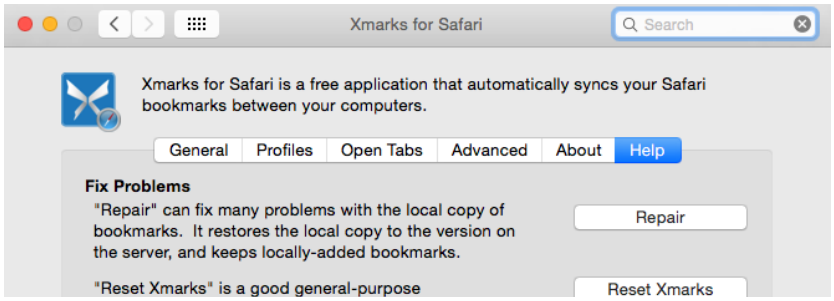
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Profiles
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About
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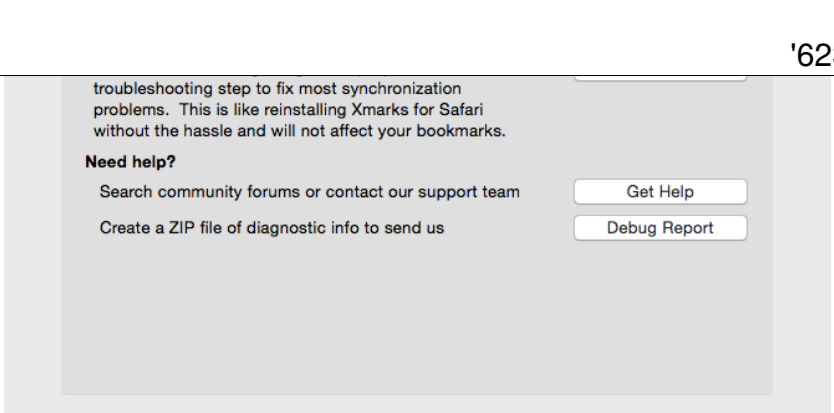
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Extracting Information from the Javascript Console

[accordion openfirst=true scroll=true clicktoclose=false]
[accordion-item title="Extracting Information from the Javascript Console" id="h0"]

If we ask you to provide information from the Javascript Console to help us debug a problem you're having, here's the procedure:

1. Turn on Javascript error logging by going to the "about:config" page in Firefox -- that is, enter "about:config" in the Firefox address bar, the place where you normally enter a website address.
2. In the Filter box, enter "javascript".
3. Find the value "javascript.options.showInConsole" and set it to"true".
4. Restart Firefox.
5. Open the"Browser Console as directed here"**https://developer.mozilla.org/en-US/docs/Tools/Browser_Console**
6. Press the "Clear" button.
7. Do whatever you need to do to cause the problem to happen.
8. Go back to the Javascript Console, select all errors that have been displayed there, and copy and paste them into an"**email to us**. In your email, please also tell us your username and the version number of Xmarks that you're using.

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[/accordion-item]
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My Bookmarks Disappeared

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="My Bookmarks Disappeared" id="h0"]

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recovered. Here are some things you can do:

[tabbed_section]
[tab title="Download your bookmarks from the server"]

Downloading will restore your bookmarks to match their state on the Xmarks server. Note that you will lose whatever bookmarks you had on this computer before the download, so you should only perform a download if that bookmark set on the server is the set you desire.

1. Login at **my.xmarks.com** to examine your bookmarks as they exist on the Xmarks server. If they look okay, download them to your computer.
2. Select the Xmarks icon.
3. Select Xmarks Settings.
4. Go to the Advanced tab.
5. Click Download Bookmarks.
6. When a message appears asking you to confirm the overwrite of your local bookmarks, click "OK".

[/tab]
[tab title="Recover from a backup"]

If you can not use the download feature above, the alternative is to recover your bookmarks from a backup source (like an HTML file).

After you recover your bookmarks, you should immediately perform an upload:

1. Select the Xmarks icon.
2. Select Xmarks Settings.
3. Go to the Advanced tab.
4. Click Upload Bookmarks.
5. When a message appears asking you to confirm the overwrite of the server's bookmarks, click "OK".

[/tab]

[tab title="Restore to a previous bookmark set"]

1. Go to **my.xmarks.com**.
2. Select Tools.
3. Select "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display your bookmarks in a new browser window, click "Export" to save to a file, or click "Restore" to replace your existing bookmarks with your old set.
6. When a message appears asking you to confirm the restore, click "Yes".
7. Following the restore, be sure to perform a **download** in all browsers you use to sync with Xmarks to overwrite your local bookmarks with your newly restored server set.

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title="Why does this happen?" id="h1"]

There are a number of things that can cause your bookmarks to disappear, but none of them are due to Xmarks itself. If Firefox does not shut down properly, your bookmarks file on disk can become corrupted. There may be a problem with your profile, the set of files in which Firefox stores all of the information specific to your installation, including your bookmarks. Xmarks can't prevent these problems from happening; but we are trying to limit the damage by detecting when this problem has occurred, and by providing this information to help you recover.

[/accordion-item]
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Extracting Information from the Javascript Console

[accordion openfirst=true scroll=true clicktoclose=false]
[accordion-item title="Extracting Information from the Javascript Console" id="h0"]

If we ask you to provide information from the Javascript Console to help us debug a problem you're having, here's the procedure:

1. Turn on Javascript error logging by going to the "about:config" page in Firefox -- that is, enter "about:config" in the Firefox address bar, the place where you normally enter a website address.
2. In the Filter box, enter "javascript".
3. Find the value "javascript.options.showInConsole" and set it to "true".

4. Restart Firefox.

5. Open the Browser Console as directed here **https://developer.mozilla.org/en-US/docs/Tools/Browser_Console**

6. Press the "Clear" button.

7. Do whatever you need to do to cause the problem to happen.

8. Go back to the Javascript Console, select all errors that have been displayed there, and copy and paste them into an **email to us**. In your email, please also tell us your username and the version number of Xmarks that you're using.

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1. Login at **my.xmarks.com** to examine your bookmarks as they exist on the Xmarks server. If they look okay, download them to your computer.
2. Select the Xmarks icon.
3. Select Xmarks Settings.
4. Go to the Advanced tab.
5. Click Download Bookmarks.
6. When a message appears asking you to confirm the overwrite of your local bookmarks, click "OK".

[/tab]
[tab title="Recover from a backup"]

If you can not use the download feature above, the alternative is to recover your bookmarks from a backup source (like an HTML file).

After you recover your bookmarks, you should immediately perform an upload:

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3. Go to the Advanced tab.
4. Click Upload Bookmarks.
5. When a message appears asking you to confirm the overwrite of the server's bookmarks, click "OK".

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[tab title="Restore to a previous bookmark set"]

1. Go to **my.xmarks.com**.
2. Select Tools.
3. Select "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display your bookmarks in a new browser window, click "Export" to save to a file, or click "Restore" to replace your existing bookmarks with your old set.
6. When a message appears asking you to confirm the restore, click "Yes".
7. Following the restore, be sure to

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Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Troubleshooting Bookmarks" id="h0"]

Reference these bookmark troubleshooting articles to resolve the problem you've encountered with your Xmarks bookmark set.

- My Bookmarks Disappeared
- Unsorted Bookmark Folders
- Corrupted Bookmarks Database
- Restore Old Bookmarks

If the bookmark issue you're experiencing isn't covered in these Xmarks Help Desk articles, contact the Xmarks Support Team for further assistance.
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[/accordion-item]
[accordion-item title="Unsorted Bookmark Folders" id="h2"]

The Unsorted Bookmarks folder is a feature of Firefox, and is not a feature of Xmarks. It is related to the start icon that you see in your address bar. When you click the star icon once, the page you are currently on gets bookmarks and placed in the "Unsorted Bookmarks" folder.

You can delete unwanted bookmark folders in your browser's bookmark manager or go to **my.xmarks.com** to manage.

Learn how to make Firefox save bookmarks to the Bookmark Menu instead of the Unsorted Bookmark Folder **here**.

[/accordion-item]
[accordion-item title="Corrupted Bookmarks Database" id="h3"]

If you see this error, it means that Firefox is reporting to Xmarks that the database files in which Firefox stores its bookmarks has become corrupted. This can be caused by improper shutdown of Firefox, or some other system problem. In general, Firefox (and Xmarks) will be unable to read from or write to the database in which Firefox stores your bookmarks until you take the action to resolve the situation.

We recommend that you set aside the damaged database files and allow Firefox to create a new database. You can then use Xmarks to download your latest bookmarks from the server.

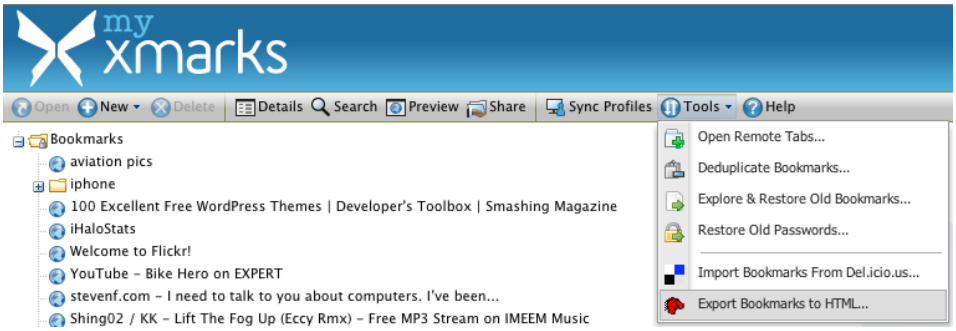
1. Close Firefox completely. (Instructions on how to completely exit your Mozilla application, **here**.)
2. Open the Firefox profile folder. (Instructions on how to open a profile folder, **here**.)
3. Delete or rename all files named "places.sqlite", including "places.sqlite-journal" and any "places.sqlite.corrupt" files, if found.
4. Restart Firefox.
5. Immediately download your bookmarks from the Xmarks server:
    1. Click the Xmarks icon.
    2. Select, "Xmarks Settings".
    3. Go to the "Advanced" tab.
    4. Click, "Download Bookmarks".

Instructions for Mac **here**.

Note: Xmarks only supports stable builds. If you're running a dev build, please install a stable build until that

version has been released.

[/accordion-item]
[accordion-item title="Restore Old Bookmarks" id="h4"]



Restore a set of bookmarks from previous syncs.

You can view, export and restore your bookmark sets:

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display a list of that bookmark set. Click "Export" to download a list of that bookmark set. Click "Restore" to replace your current bookmark set with those from the selected date and time.
6. If you choose to restore, a pop-up message will appear to verify your selection.
7. Click, "Yes" to continue then "OK" to reload.

Following the restore, be sure to perform a **download** to all browsers syncing with Xmarks to overwrite your local sets with your newly restored server set.

[/accordion-item]
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Extracting Information from the Javascript Console

[accordion openfirst=true scroll=true clicktoclose=false]
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If we ask you to provide information from the Javascript Console to help us debug a problem you're having, here's the procedure:

1. Turn on Javascript error logging by going to the "about:config" page in Firefox -- that is, enter "about:config" in the Firefox address bar, the place where you normally enter a website

address.

2. In the Filter box, enter "javascript".
3. Find the value "javascript.options.showInConsole" and set it to"true".
4. Restart Firefox.
5. Open the"Browser Console as directed here"**https://developer.mozilla.org/en-US/docs/Tools/Browser_Console**
6. Press the "Clear" button.
7. Do whatever you need to do to cause the problem to happen.
8. Go back to the Javascript Console, select all errors that have been displayed there, and copy and paste them into an"**email to us**. In your email, please also tell us your username and the version number of Xmarks that you're using.

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Recover/Reset PIN

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If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with

which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

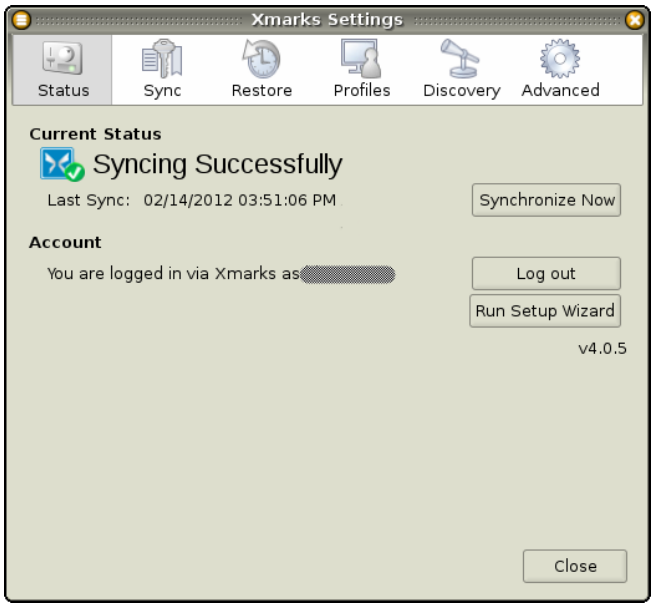
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

Note that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

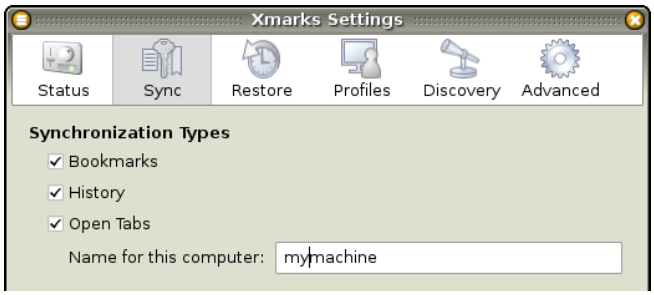
[/accordion-item]

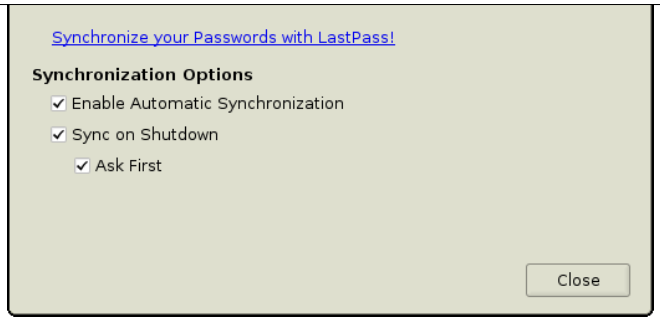
[accordion-item title="Reset Your PIN" id="h1"]

1. Open your Xmarks Settings from your Xmarks icon

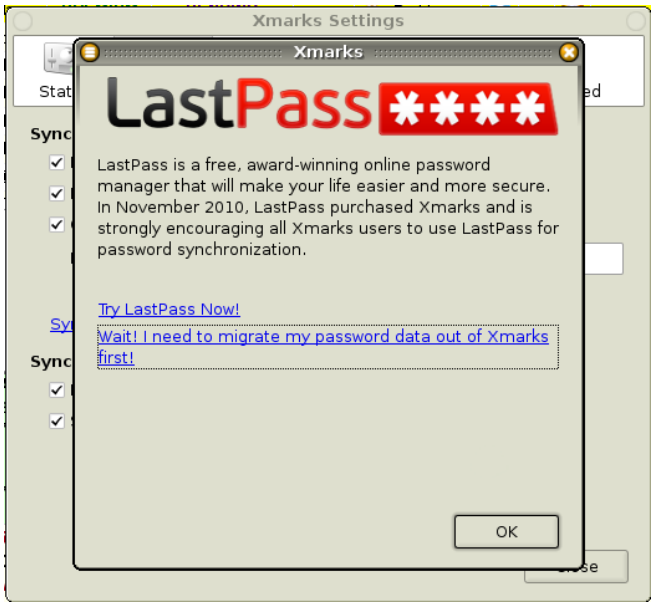


2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link

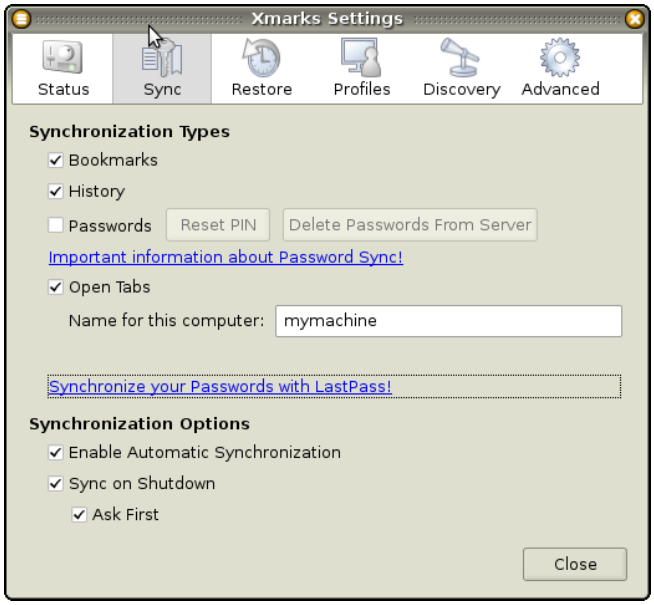




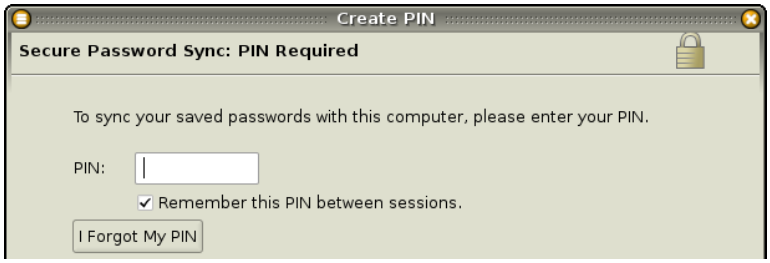
3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

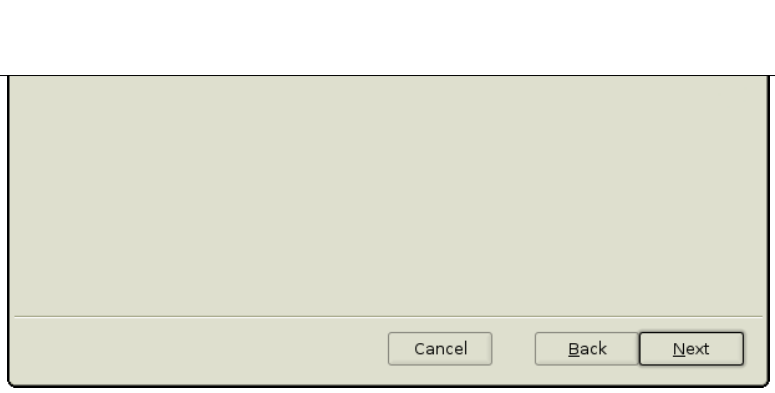

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.


Create PIN
Secure Password Sync: PIN Required
To sync your saved passwords with this computer, please enter your PIN.
PIN:
Remember this PIN between sessions.
I Forgot My PIN



[/accordion-item]
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Disable Chrome Bookmark Sync

[accordion openfirst=true clicktoclose=false scroll="true"]
[accordion-item title="Disable Chrome Bookmark Sync" id="h0"]

Google Chrome Bookmark Sync is known to break Xmarks. For this reason, we strongly recommend disabling Chrome sync.

To disable Google Chrome Sync completely, be sure to follow these steps on **each**computer where you've enabled the sync feature. Note that your data won't be deleted from your computer but any changes made will no longer be saved to your Google Account, instead it will be saved within Xmarks.

1. Open Google Chrome.
2. Click on the options menu, located in the top-right corner in the browser toolbar.
3. Select "Settings".
4. Under "Sign in":
   - If you see a "Sign in to Chrome" button Chrome Sync is already disabled.
   - Select "Disconnect your Google Account" to disable Chrome Sync completely. Click "Disconnect account" in the pop-up window to confirm and close.

To disable Google Chrome Bookmark Sync (just bookmark sync), be sure to follow these steps on **each** computer where you've enable the sync feature.

1. Click on the options menu, located in the top-right corner in the browser toolbar.
2. Select, "Settings".
3. Under "Sign in", select "Advanced Sync Settings..."

4. In the "Advanced sync preferences" pop-up window, select the drop down menu and select "Choose what to sync".
5. Uncheck "Bookmarks".
6. Select "OK" to save and close.

[/accordion-item]
[/accordion]

My Bookmarks Disappeared

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="My Bookmarks Disappeared" id="h0"]

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recovered. Here are some things you can do:

[tabbed_section]
[tab title="Download your bookmarks from the server"]

Downloading will restore your bookmarks to match their state on the Xmarks server. Note that you will lose whatever bookmarks you had on this computer before the download, so you should only perform a download if that bookmark set on the server is the set you desire.

1. Login at **my.xmarks.com** to examine your bookmarks as they exist on the Xmarks server. If they look okay, download them to your computer.
2. Select the Xmarks icon.
3. Select Xmarks Settings.
4. Go to the Advanced tab.
5. Click Download Bookmarks.
6. When a message appears asking you to confirm the overwrite of your local bookmarks, click "OK".

[/tab]
[tab title="Recover from a backup"]

If you can not use the download feature above, the alternative is to recover your bookmarks from a backup source (like an HTML file).

After you recover your bookmarks, you should immediately perform an upload:

1. Select the Xmarks icon.
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[/tab]
[tab title="Restore to a previous bookmark set"]

1. Go to **my.xmarks.com**.
2. Select Tools.
3. Select "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display your bookmarks in a new browser window, click "Export" to save to a file, or click "Restore" to replace your existing bookmarks with your old set.
6. When a message appears asking you to confirm the restore, click "Yes".
7. Following the restore, be sure to perform a **download** in all browsers you use to sync with Xmarks to overwrite your local bookmarks with your newly restored server set.

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title="Why does this happen?" id="h1"]

There are a number of things that can cause your bookmarks to disappear, but none of them are due to Xmarks itself. If Firefox does not shut down properly, your bookmarks file on disk can become corrupted. There may be a problem with your profile, the set of files in which Firefox stores all of the information specific to your installation, including your bookmarks. Xmarks can't prevent these problems from happening; but we are trying to limit the damage by detecting when this problem has occurred, and by providing this information to help you recover.

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Learn how to make Firefox save bookmarks to the Bookmark Menu instead of the Unsorted Bookmark Folder **here**.

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[accordion-item title="Corrupted Bookmarks Database" id="h3"]

If you see this error, it means that Firefox is reporting to Xmarks that the database files in which Firefox stores its bookmarks has become corrupted.

This can be caused by improper shutdown of Firefox, or some other system problem. In general, Firefox (and Xmarks) will be unable to read from or write to the database in which Firefox stores your bookmarks until you take the action to resolve the situation.

We recommend that you set aside the damaged database files and allow Firefox to create a new database. You can then use Xmarks to download your latest bookmarks from the server.

1. Close Firefox completely. (Instructions on how to completely exit your Mozilla application, **here**.)
2. Open the Firefox profile folder. (Instructions on how to open a profile folder, **here**.)
3. Delete or rename all files named "places.sqlite", including "places.sqlite-journal" and any "places.sqlite.corrupt" files, if found.
4. Restart Firefox.
5. Immediately download your bookmarks from the Xmarks server:
    1. Click the Xmarks icon.
    2. Select, "Xmarks Settings".
    3. Go to the "Advanced" tab.
    4. Click, "Download Bookmarks".

Instructions for Mac **here**.

Note: Xmarks only supports stable builds. If you're running a dev build, please install a stable build until that version has been released.

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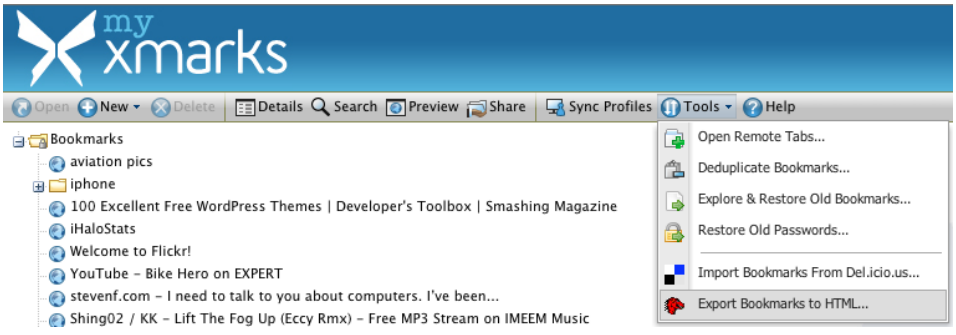

Restore a set of bookmarks from previous syncs.

You can view, export and restore your bookmark sets:

1. Go to my.xmarks.com

2. Select, "Tools".
3. Click, "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display a list of that bookmark set. Click "Export" to download a list of that bookmark set. Click "Restore" to replace your current bookmark set with those from the selected date and time.
6. If you choose to restore, a pop-up message will appear to verify your selection.
7. Click, "Yes" to continue then "OK" to reload.

Following the restore, be sure to perform a **download** to all browsers syncing with Xmarks to overwrite your local sets with your newly restored server set.

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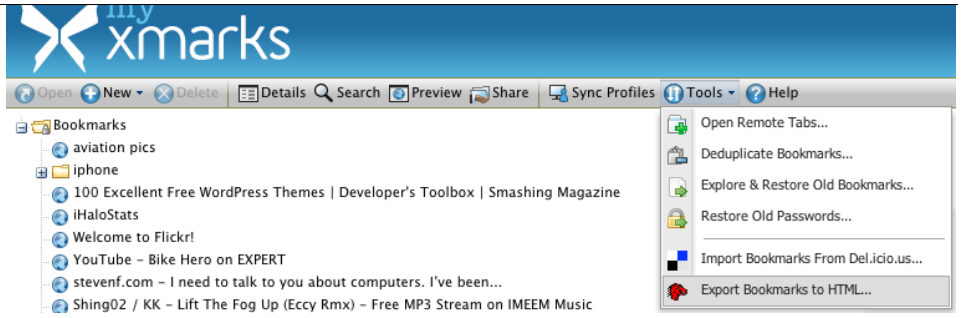

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2. Open the Firefox profile folder. (Instructions on how to open a profile folder, **here**.)

3. Delete or rename all files named "places.sqlite", including "places.sqlite-journal" and any "places.sqlite.corrupt" files, if found.

4. Restart Firefox.

5. Immediately download your bookmarks from the Xmarks server:

    1. Click the Xmarks icon.

    2. Select, "Xmarks Settings".

    3. Go to the "Advanced" tab.

    4. Click, "Download Bookmarks".

Instructions for Mac **here**.

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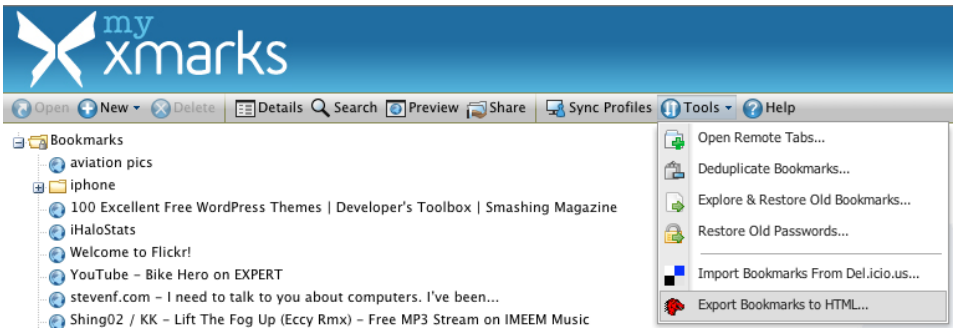
[/accordion-item]
[accordion-item title="Restore Old Bookmarks" id="h4"]



Restore a set of bookmarks from previous syncs.

You can view, export and restore your bookmark sets:

1. Go to my.xmarks.com

2. Select, "Tools".

3. Click, "Explore & Restore Old Bookmarks".

4. Select a backup date and time.

5. Click "View" to display a list of that bookmark set. Click "Export" to download a list of that bookmark set. Click "Restore" to replace your current bookmark set with those from the selected date and time.

6. If you choose to restore, a pop-up message will appear to verify your selection.

7. Click, "Yes" to continue then "OK" to reload.

Following the restore, be sure to

perform a **download** to all browsers syncing with Xmarks to overwrite your local sets with your newly restored server set.

[/accordion-item]
[/accordion]

Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Troubleshooting Bookmarks" id="h0"]

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[/tab]
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If you can not use the download feature above, the alternative is to recover your bookmarks from a backup source (like an HTML file).

After you recover your bookmarks, you should immediately perform an upload:

1. Select the Xmarks icon.
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4. Click Upload Bookmarks.
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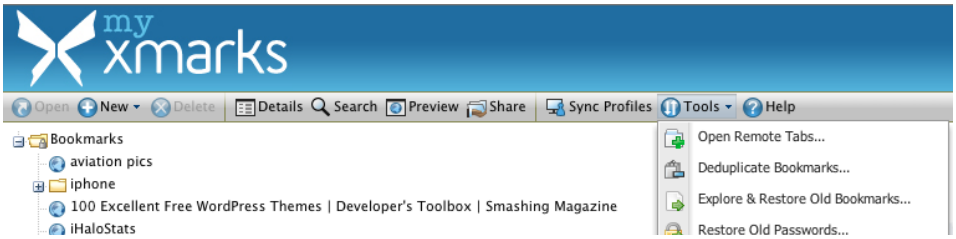

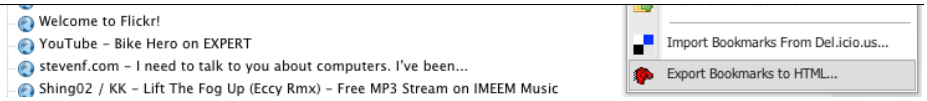
Welcome to Flickr!
YouTube - Bike Hero on EXPERT
stevenf.com - I need to talk to you about computers. I've been...
Shing02 / KK - Lift The Fog Up (Eccy Rmx) - Free MP3 Stream on IMEEM Music
Import Bookmarks From Del.icio.us...
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7. Click, "Yes" to continue then "OK" to reload.

Following the restore, be sure to perform a **download** to all browsers syncing with Xmarks to overwrite your local sets with your newly restored server set.

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Bookmarks

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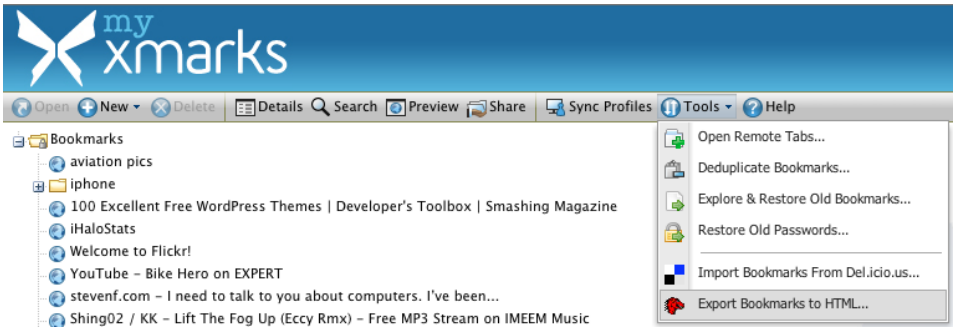

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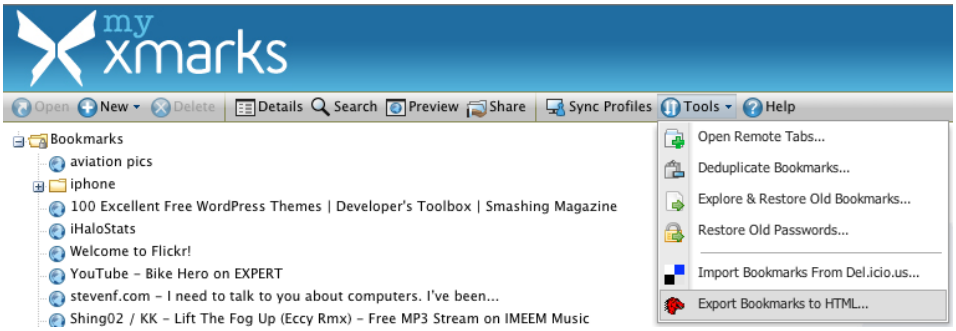

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Disabling a Proxy Server

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Disabling a Proxy Server" id="h0"]

Xmarks does not work for most proxy servers. You will need to edit your Firefox network settings to disable the proxy altogether, or you can disable the proxy for just Xmarks.

For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)
2. Click, "Options".
3. Select the "Advanced" tab.
4. Select the "Network" tab.
5. Under "Connection", click "Settings".
6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.
7. Click "OK" to save.

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7. Click "OK" to save.

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Disable Chrome Bookmark Sync

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[accordion-item title="Disable Chrome Bookmark Sync" id="h0"]

Google Chrome Bookmark Sync is known to break Xmarks. For this reason, we strongly recommend disabling Chrome sync.

To disable Google Chrome Sync completely, be sure to follow these steps on **each**computer where you've enabled the sync feature. Note that your data won't be deleted from your computer but any changes made will no longer be saved to your Google Account, instead it will be saved within Xmarks.

1. Open Google Chrome.
2. Click on the options menu, located in the top-right corner in the browser toolbar.
3. Select "Settings".
4. Under "Sign in":
   - If you see a "Sign in to Chrome" button Chrome Sync is already disabled.
   - Select "Disconnect your Google Account" to disable Chrome Sync completely. Click "Disconnect account" in the pop-up window to confirm and close.

To disable Google Chrome Bookmark Sync (just bookmark sync), be sure to follow these steps on **each** computer where you've enable the sync feature.

1. Click on the options menu, located in the top-right corner in the browser toolbar.
2. Select, "Settings".
3. Under "Sign in", select "Advanced Sync Settings..."
4. In the "Advanced sync preferences"

pop-up window, select the drop down menu and select "Choose what to sync".

5. Uncheck "Bookmarks".
6. Select "OK" to save and close.

[/accordion-item]
[/accordion]

My Bookmarks Disappeared

[accordion openfirst=true scroll=true clicktoclose=true]
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If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recovered. Here are some things you can do:

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[accordion-item title="Troubleshooting Bookmarks" id="h0"]

Reference these bookmark troubleshooting articles to resolve the problem you've encountered with your Xmarks bookmark set.

- My Bookmarks Disappeared
- Unsorted Bookmark Folders
- Corrupted Bookmarks Database
- Restore Old Bookmarks

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Downloading will restore your bookmarks to match their state on the Xmarks server. Note that you will lose whatever bookmarks you had on this computer before the download, so you should only perform a download if that bookmark set on the server is the set you desire.

1. Login at **my.xmarks.com** to examine your bookmarks as they exist on the Xmarks server. If they look okay, download them to your computer.
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perform a **download** in all browsers you use to sync with Xmarks to overwrite your local bookmarks with your newly restored server set.

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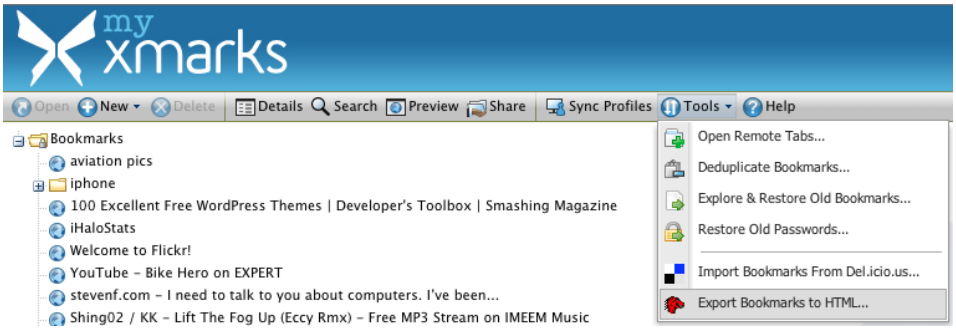

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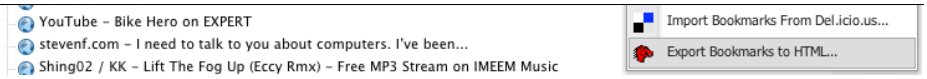
YouTube – Bike Hero on EXPERT
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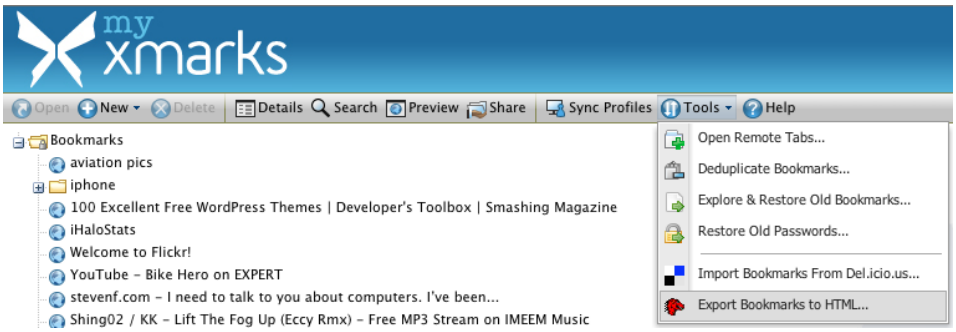

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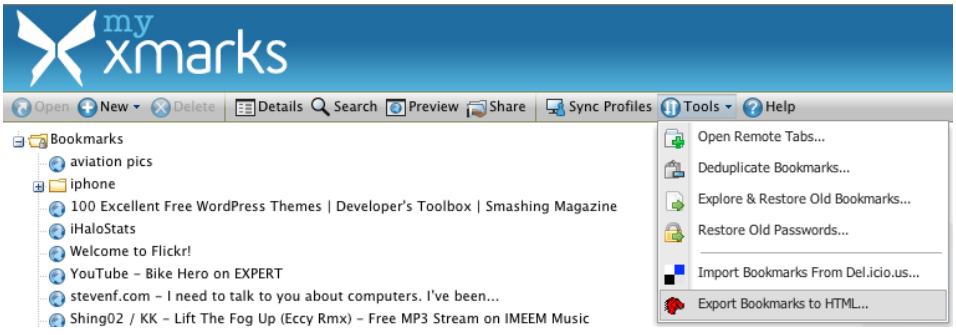

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Disabling a Proxy Server

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Xmarks does not work for most proxy servers. You will need to edit your Firefox network settings to disable the proxy altogether, or you can disable the proxy for just Xmarks.

For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)
2. Click, "Options".
3. Select the "Advanced" tab.
4. Select the "Network" tab.
5. Under "Connection", click "Settings".
6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.
7. Click "OK" to save.

[/accordion-item]
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Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

The Xmarks Password Sync feature is being phased out.

We are strongly encouraging all users to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

LastPass is more secure, has many more **features** and is supported on a greater number of browsers and devices. Click **here** for the full list of supported browsers and devices.

[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

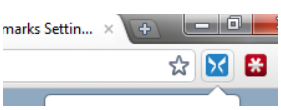
[/tab]
[tab title="Chrome"]

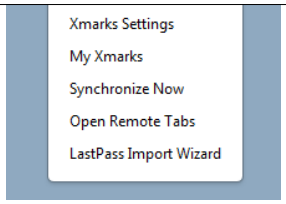
If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.





Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

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[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

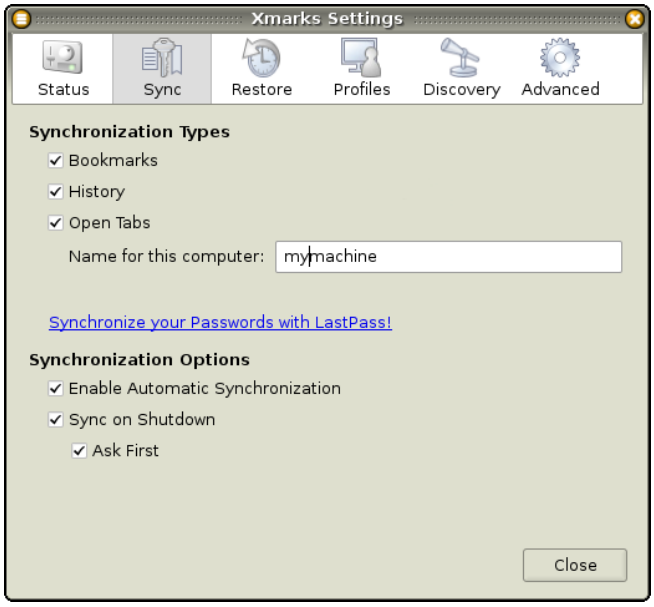
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

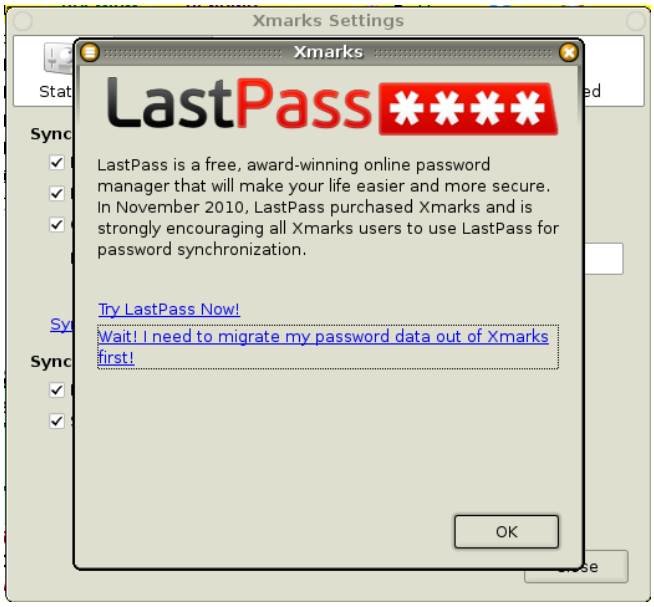
[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon

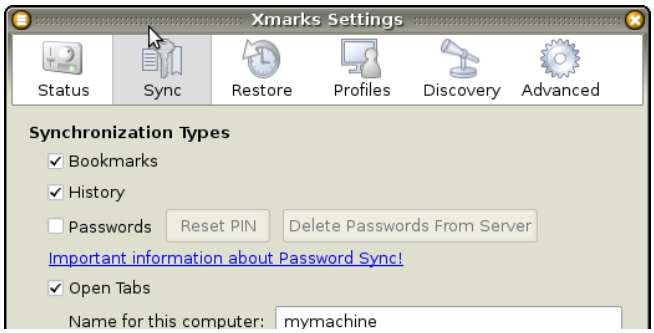
2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link

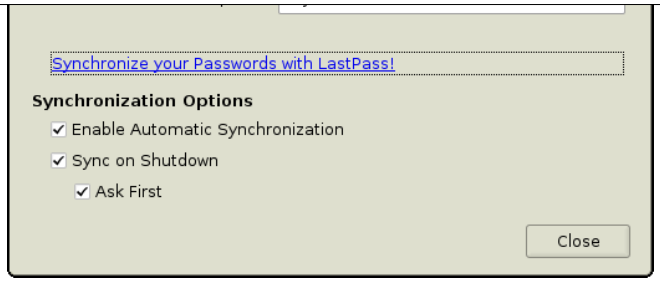


3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

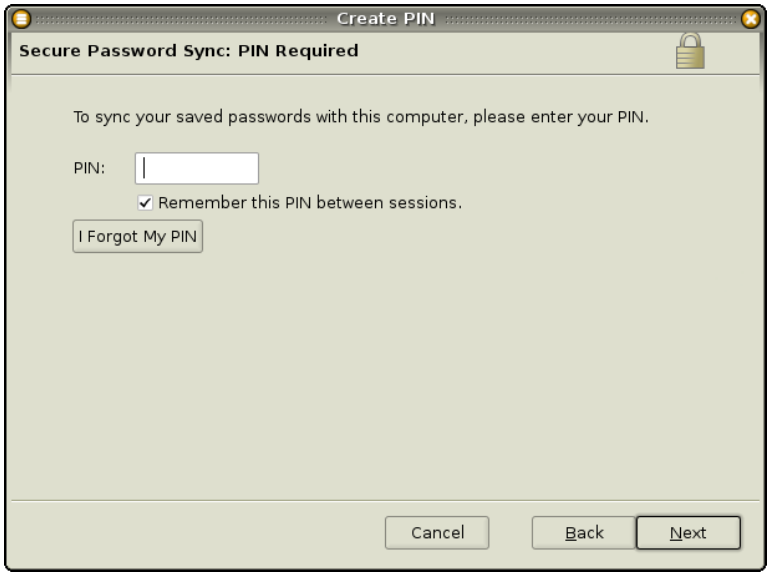

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"





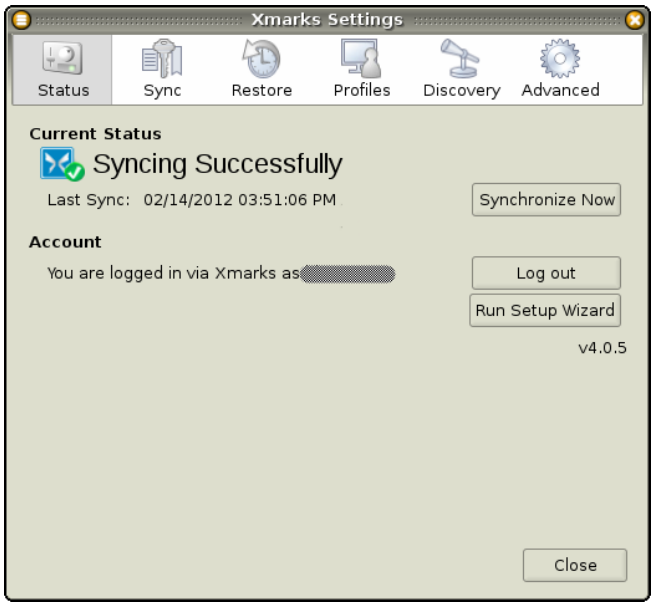
5. Enter your new PIN.



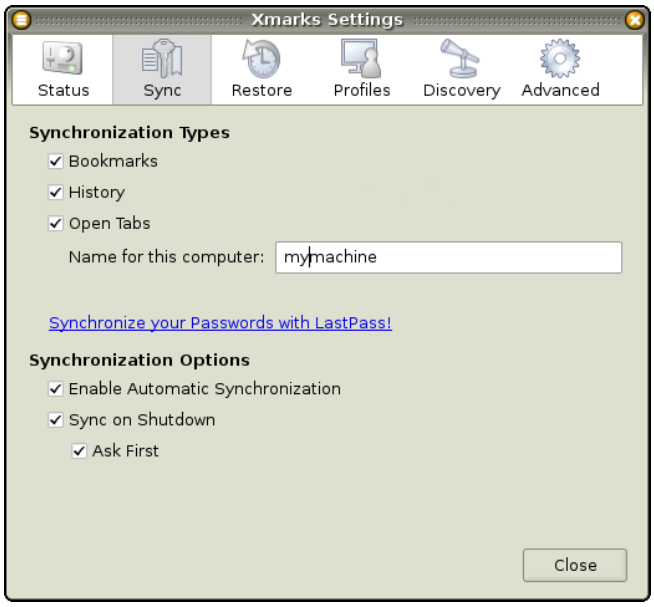
[/accordion-item]
[accordion-item title="Restore Xmarks Passwords" id="h4"]

Xmarks users may notice that the password feature has been discontinued with new versions of the Xmarks plugins. For Xmarks users who had previously used this feature, you can re-enable password sync to access all of your passwords stored in Xmarks and then import them to LastPass.

1. Click the Xmarks Icon.
2. Xmarks Settings will appear.

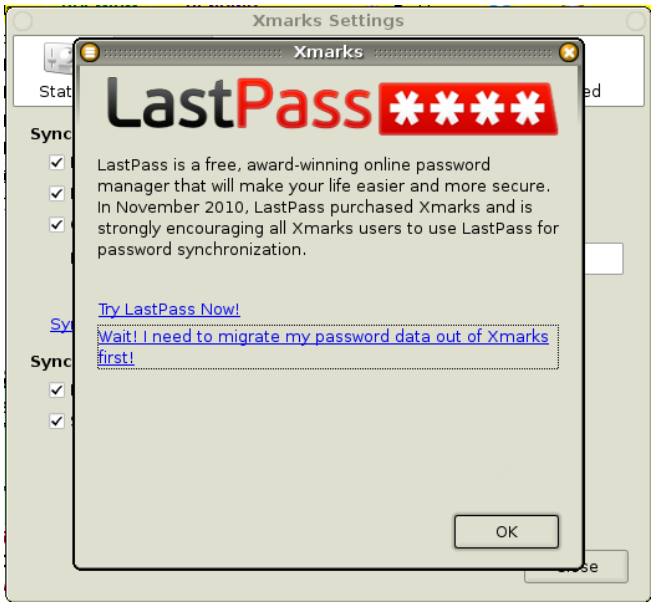


3. Select the Sync Tab.

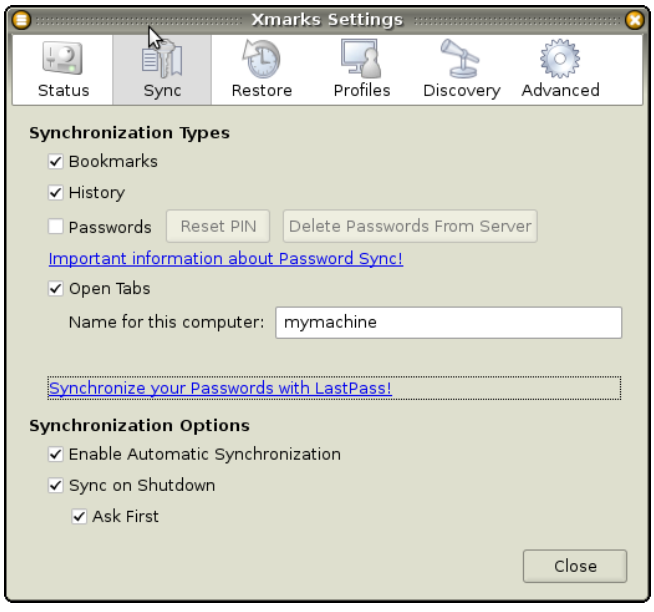


4. Click "Synchronize your passwords with LastPass".

5. Click "Wait! I need to migrate my data out of Xmarks first".


Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Recover/Reset PIN

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Recover Your PIN" id="h0"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

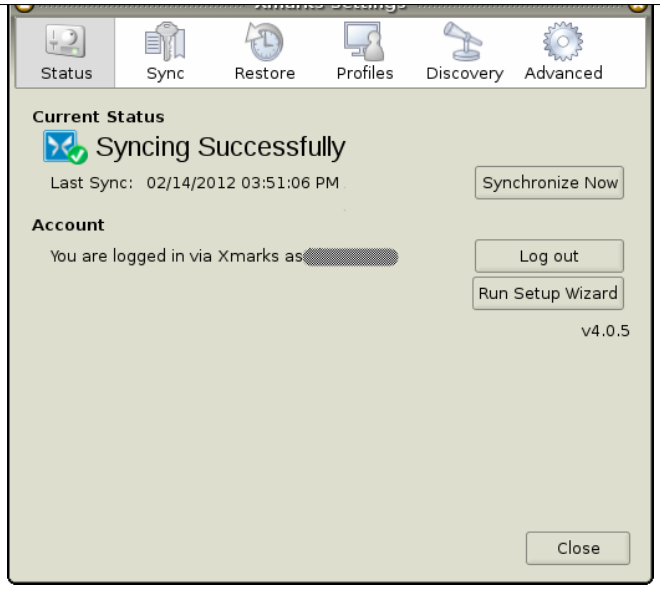
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

Note that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

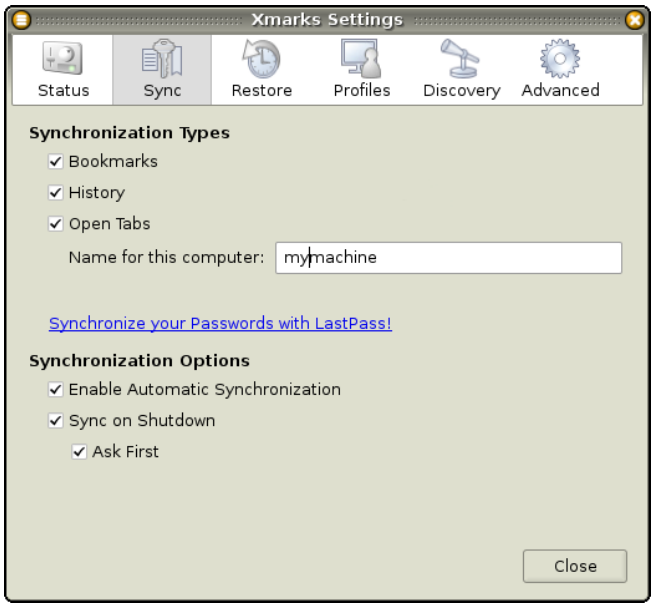
[/accordion-item]

[accordion-item title="Reset Your PIN" id="h1"]

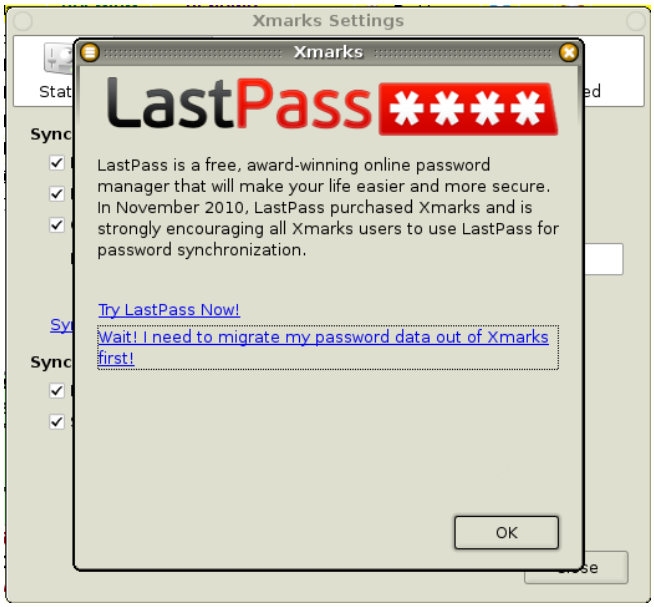
1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"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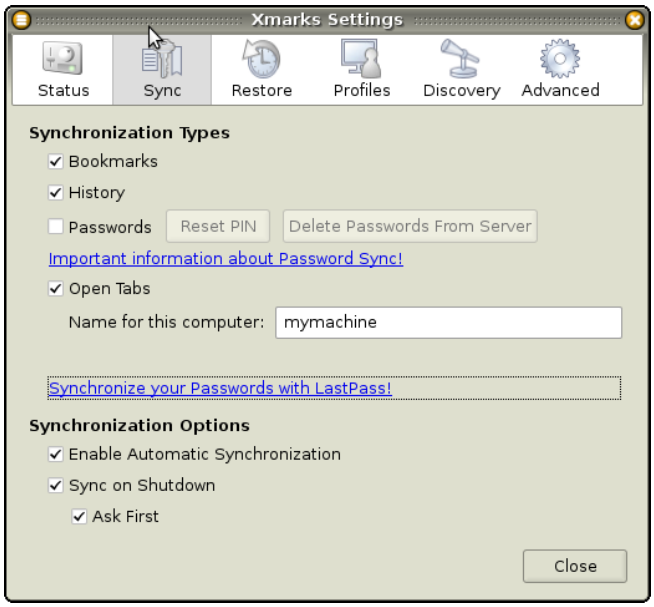
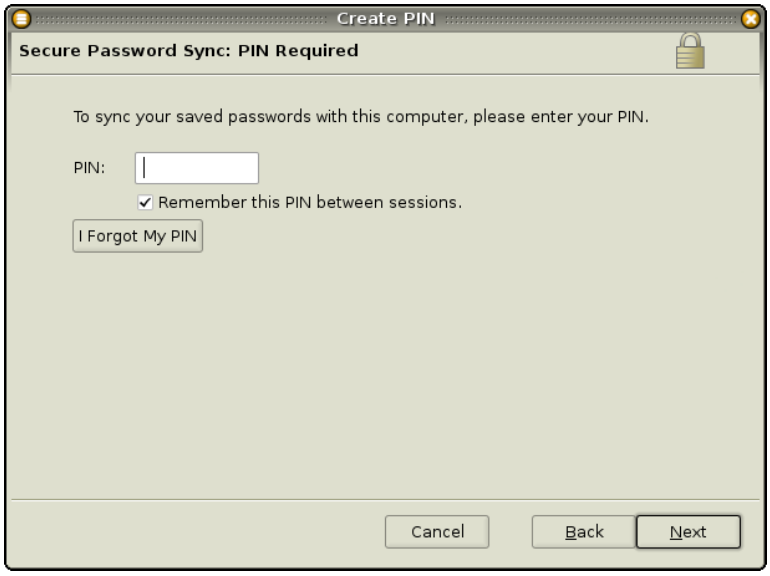
OK

4. Your Xmarks Settings should now

display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.



[/accordion-item]
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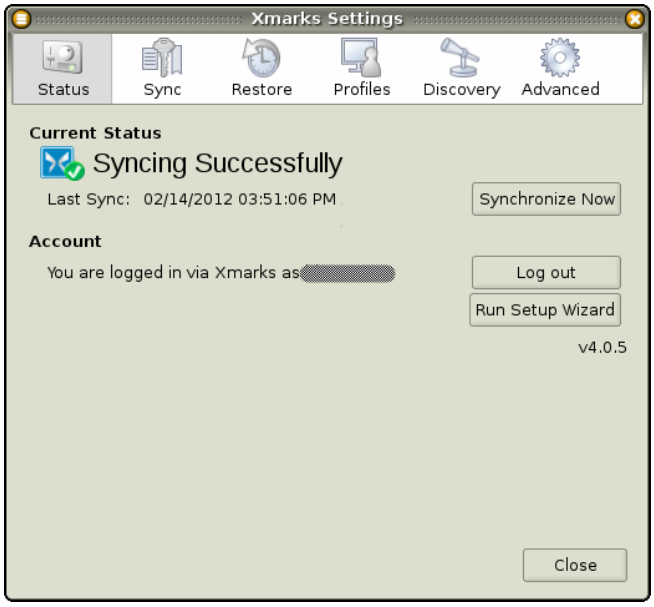
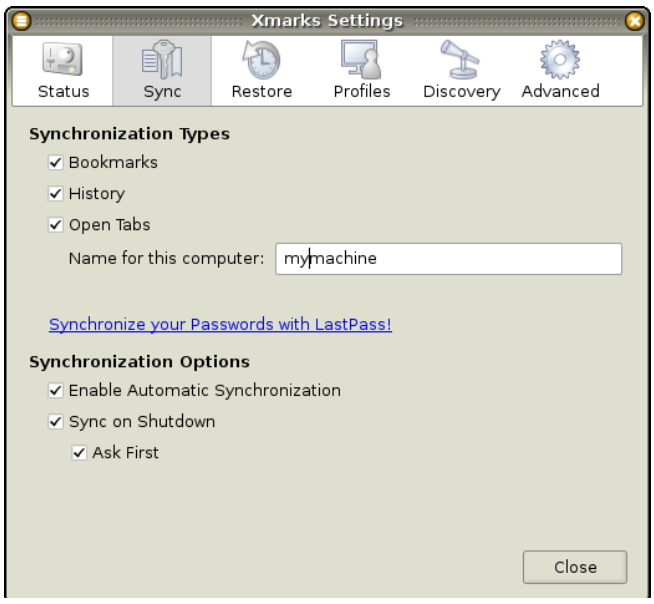
[/accordion-item]

[accordion-item title="Reset Your PIN" id="h1"]

1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

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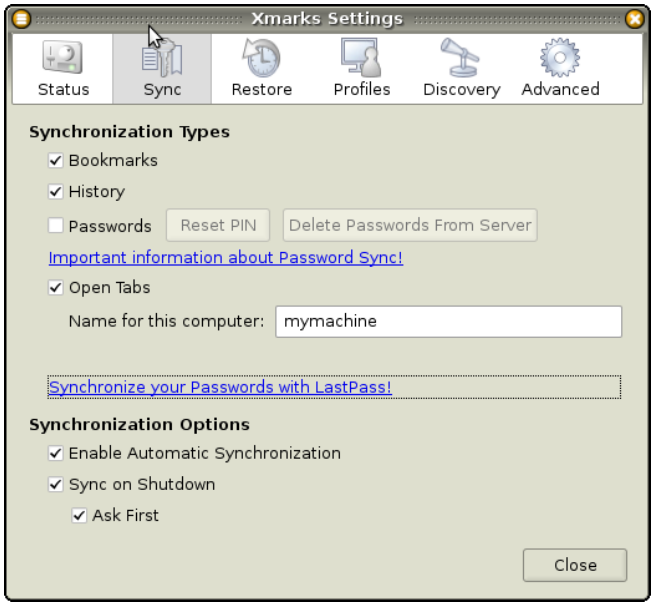
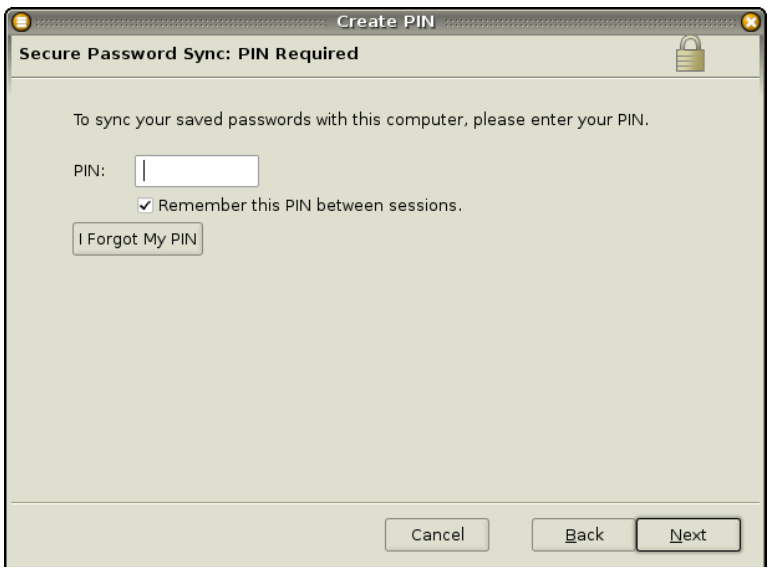
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.



[/accordion-item]
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Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Troubleshooting Bookmarks" id="h0"]

Reference these bookmark troubleshooting articles to resolve the problem you've encountered with your Xmarks bookmark set.

- My Bookmarks Disappeared
- Unsorted Bookmark Folders
- Corrupted Bookmarks Database
- Restore Old Bookmarks

If the bookmark issue you're experiencing isn't covered in these Xmarks Help Desk articles, contact the Xmarks Support Team for further assistance.
[/accordion-item]
[accordion-item title="My Bookmarks Disappeared" id="h1"]

If you see a problem with your bookmarks, don't fear: your bookmarks are likely to be recovered. Here are some things you can do:

[tabbed_section]
[tab title="Download your bookmarks from the server"]

Downloading will restore your bookmarks to match their state on the Xmarks server. Note that you will lose whatever bookmarks you had on this computer before the download, so you should only perform a download if that bookmark set on the server is the set you desire.

1. Login at **my.xmarks.com** to examine your bookmarks as they exist on the Xmarks server. If they look okay, download them to your computer.
2. Select the Xmarks icon.
3. Select Xmarks Settings.
4. Go to the Advanced tab.
5. Click Download Bookmarks.
6. When a message appears asking you to confirm the overwrite of your local bookmarks, click "OK".

[/tab]
[tab title="Recover from a backup"]

If you can not use the download feature above, the alternative is to recover your bookmarks from a backup source (like an HTML file).

After you recover your bookmarks, you should immediately perform an

upload:

1. Select the Xmarks icon.
2. Select Xmarks Settings.
3. Go to the Advanced tab.
4. Click Upload Bookmarks.
5. When a message appears asking you to confirm the overwrite of the server's bookmarks, click "OK".

[/tab]
[tab title="Restore to a previous bookmark set"]

1. Go to **my.xmarks.com**.
2. Select Tools.
3. Select "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display your bookmarks in a new browser window, click "Export" to save to a file, or click "Restore" to replace your existing bookmarks with your old set.
6. When a message appears asking you to confirm the restore, click "Yes".
7. Following the restore, be sure to perform a **download** in all browsers you use to sync with Xmarks to overwrite your local bookmarks with your newly restored server set.

[/tab]
[/tabbed_section]

Why does this happen? There are a number of things that can cause your bookmarks to disappear, but none of them are due to Xmarks itself. If Firefox does not shut down properly, your bookmarks file on disk can become corrupted. There may be a problem with your profile, the set of files in which Firefox stores all of the information specific to your installation, including your bookmarks. Xmarks can't prevent these problems from happening; but we are trying to limit the damage by detecting when this problem has occurred, and by providing this information to help you recover.

[/accordion-item]
[accordion-item title="Unsorted Bookmark Folders" id="h2"]

The Unsorted Bookmarks folder is a feature of Firefox, and is not a feature of Xmarks. It is related to the start icon that you see in your address bar. When you click the star icon once, the page you are currently on gets bookmarks and placed in the "Unsorted Bookmarks" folder.

You can delete unwanted bookmark folders in your browser's bookmark manager or go to **my.xmarks.com** to manage.

Learn how to make Firefox save

bookmarks to the Bookmark Menu instead of the Unsorted Bookmark Folder **here**.

[/accordion-item]
[accordion-item title="Corrupted Bookmarks Database" id="h3"]

If you see this error, it means that Firefox is reporting to Xmarks that the database files in which Firefox stores its bookmarks has become corrupted. This can be caused by improper shutdown of Firefox, or some other system problem. In general, Firefox (and Xmarks) will be unable to read from or write to the database in which Firefox stores your bookmarks until you take the action to resolve the situation.

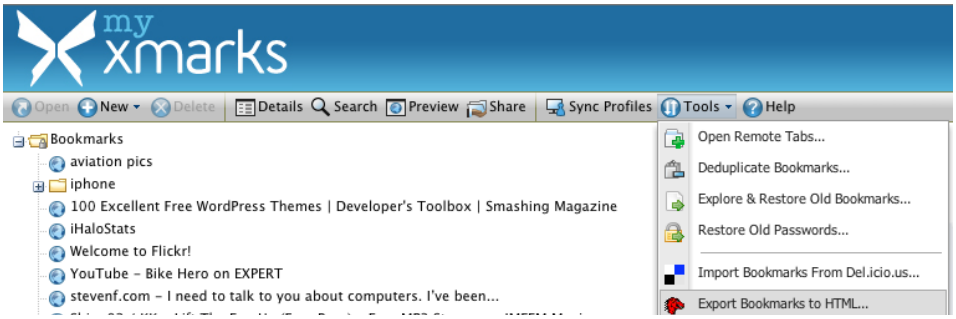
We recommend that you set aside the damaged database files and allow Firefox to create a new database. You can then use Xmarks to download your latest bookmarks from the server.

1. Close Firefox completely. (Instructions on how to completely exit your Mozilla application, **here**.)
2. Open the Firefox profile folder. (Instructions on how to open a profile folder, **here**.)
3. Delete or rename all files named "places.sqlite", including "places.sqlite-journal" and any "places.sqlite.corrupt" files, if found.
4. Restart Firefox.
5. Immediately download your bookmarks from the Xmarks server:
    1. Click the Xmarks icon.
    2. Select, "Xmarks Settings".
    3. Go to the "Advanced" tab.
    4. Click, "Download Bookmarks".

Instructions for Mac **here**.

Note: Xmarks only supports stable builds. If you're running a dev build, please install a stable build until that version has been released.

[/accordion-item]
[accordion-item title="Restore Old Bookmarks" id="h4"]



Shing02 / KK – Lift The Fog Up (Eccy Rmx) – Free MP3 Stream on IMEEM Music

Restore a set of bookmarks from previous syncs.

You can view, export and restore your bookmark sets:

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Explore & Restore Old Bookmarks".
4. Select a backup date and time.
5. Click "View" to display a list of that bookmark set. Click "Export" to download a list of that bookmark set. Click "Restore" to replace your current bookmark set with those from the selected date and time.
6. If you choose to restore, a pop-up message will appear to verify your selection.
7. Click, "Yes" to continue then "OK" to reload.

Following the restore, be sure to perform a **download** to all browsers syncing with Xmarks to overwrite your local sets with your newly restored server set.

[/accordion-item]
[/accordion]

Unsorted Bookmarks Folder

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="What is this 'Unsorted Bookmarks' Folder?" id="h0"]

Chicanery! Nope, the Unsorted Bookmarks folder is a feature of Firefox, and is not a feature of Xmarks. It is related to the start icon that you see in your address bar. When you click the star icon once, the page you are currently on gets bookmarks and placed in the "Unsorted Bookmarks" folder.

You can delete unwanted bookmark folders in your browser's bookmark manager or go to **my.xmarks.com** to manage.

Learn how to make Firefox save bookmarks to the Bookmark Menu instead of the Unsorted Bookmark Folder **here**.

[/accordion]

Disabling a Proxy Server

[accordion openfirst=true scroll=true

clicktoclose=true]
[accordion-item title="Disabling a Proxy Server" id="h0"]

Xmarks does not work for most proxy servers. You will need to edit your Firefox network settings to disable the proxy altogether, or you can disable the proxy for just Xmarks.

For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)
2. Click, "Options".
3. Select the "Advanced" tab.
4. Select the "Network" tab.
5. Under "Connection", click "Settings".
6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.
7. Click "OK" to save.

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

The Xmarks Password Sync feature is being phased out.

We are strongly encouraging all users to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

LastPass is more secure, has many more **features** and is supported on a greater number of browsers and devices. Click **here** for the full list of supported browsers and devices.

[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data

from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

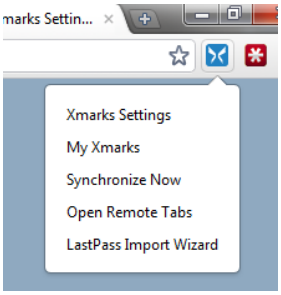
[/tab]
[tab title="Chrome"]

If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.

3. Click on "Saved Passwords". A window showing all your saved passwords will appear.

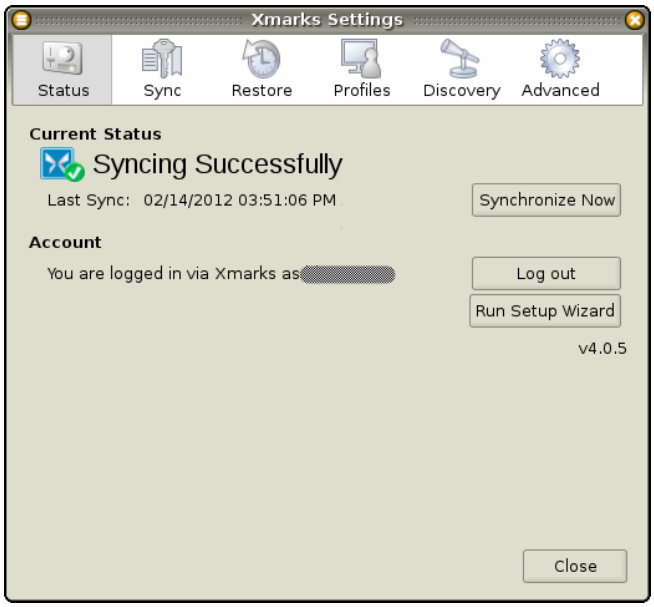
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).

5. Click on "Show Passwords" to view the PIN.

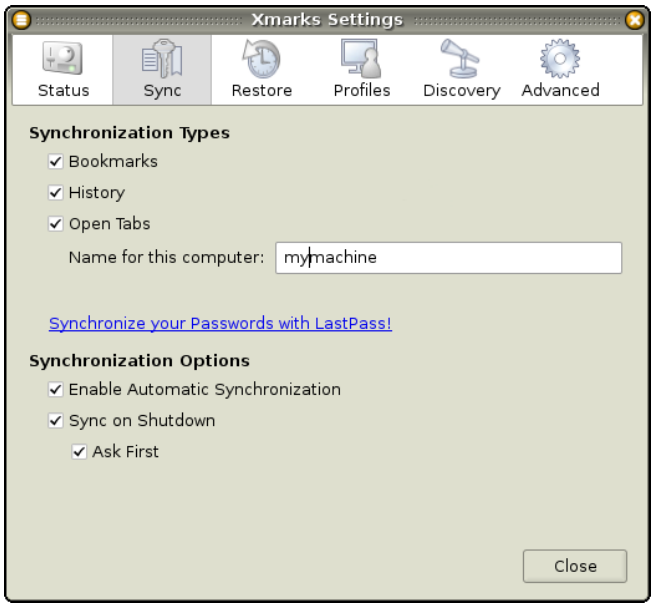
Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



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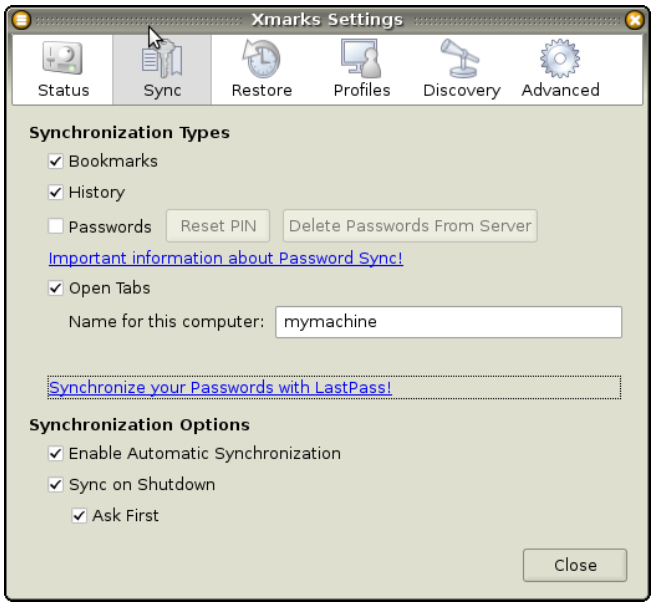
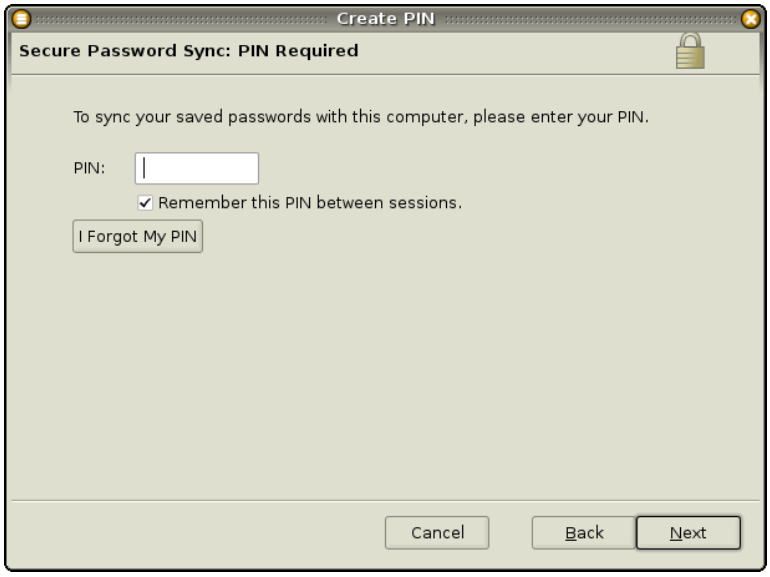


5. Enter your new PIN.



[/accordion-item]
[accordion-item title="Restore Xmarks

Passwords" id="h4"]

Xmarks users may notice that the password feature has been discontinued with new versions of the Xmarks plugins. For Xmarks users who had previously used this feature, you can re-enable password sync to access all of your passwords stored in Xmarks and then import them to LastPass.

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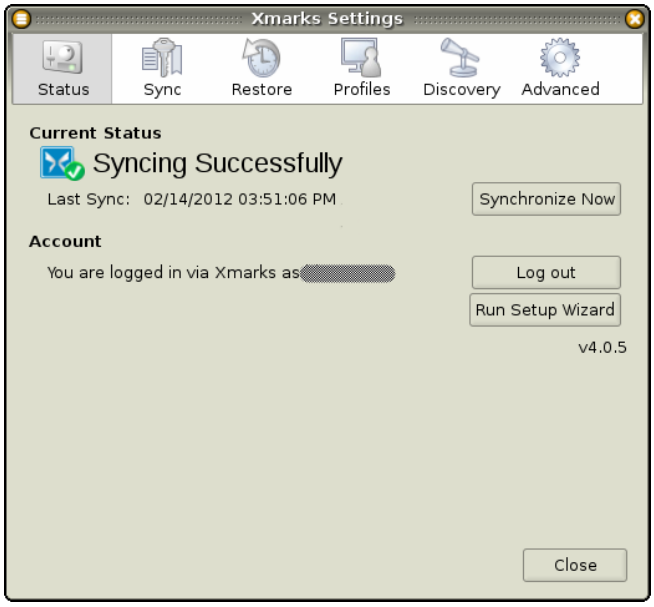
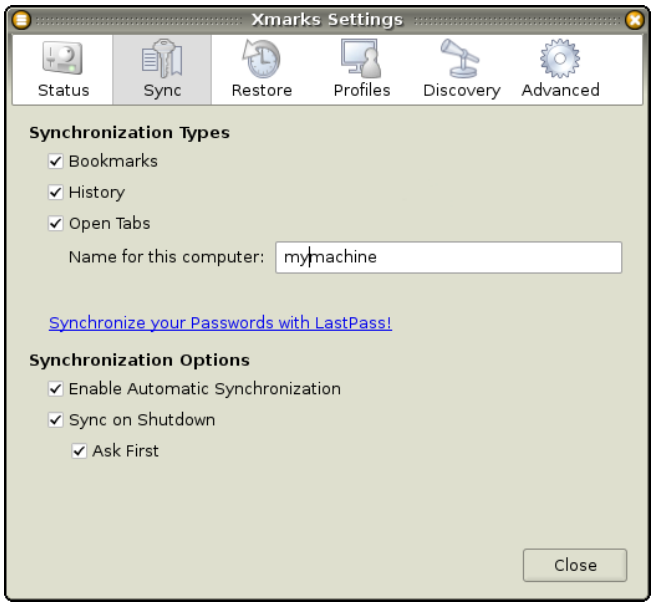
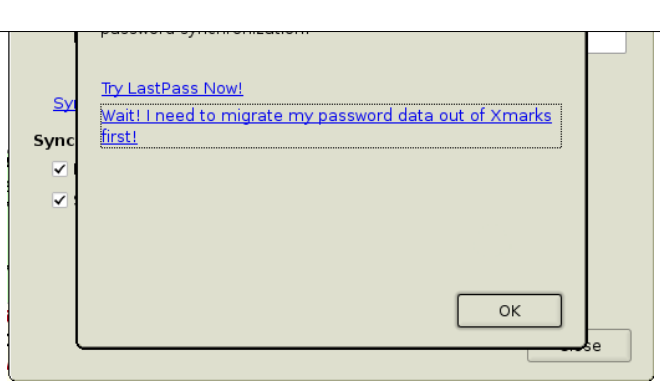


3. Select the Sync Tab.

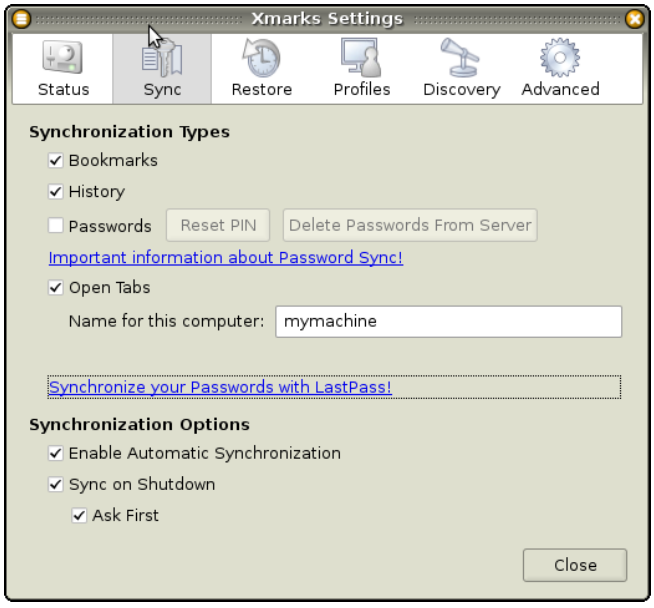


4. Click "Synchronize your passwords with LastPass".
5. Click "Wait! I need to migrate my data out of Xmarks first".

Xmarks Settings
Xmarks
LastPass
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for



Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

The Xmarks Password Sync feature is being phased out.

We are strongly encouraging all users

to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

LastPass is more secure, has many more **features** and is supported on a greater number of browsers and devices. Click **here** for the full list of supported browsers and devices.

[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

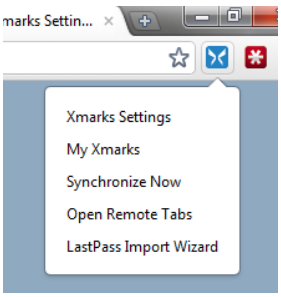
[/tab]
[tab title="Chrome"]

If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

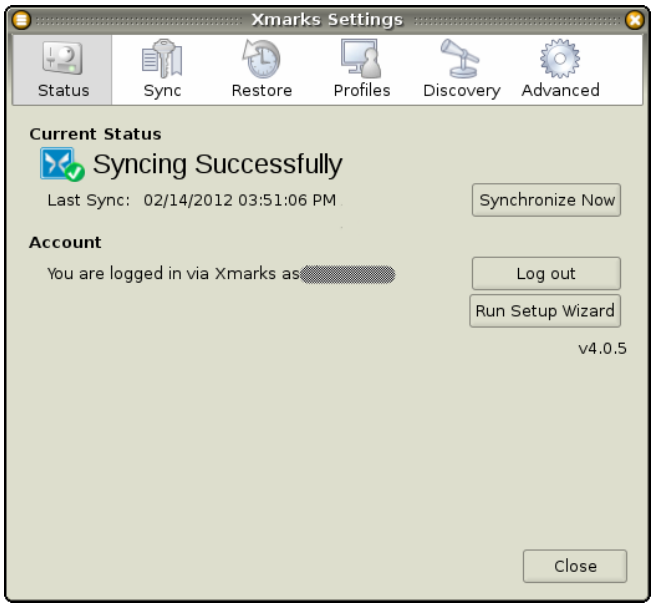
Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

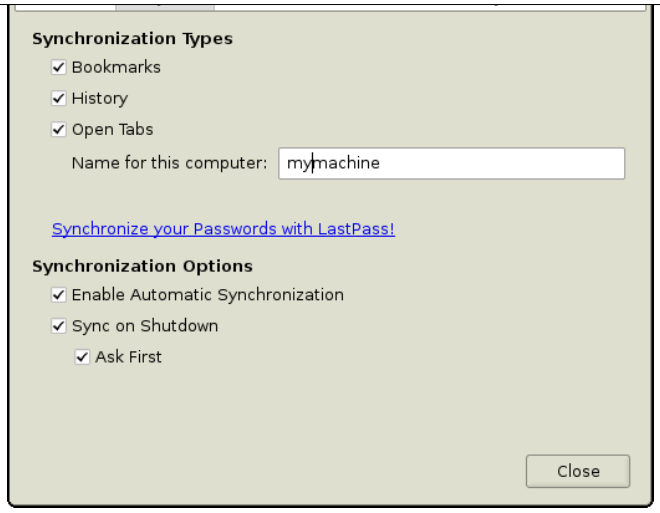
Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

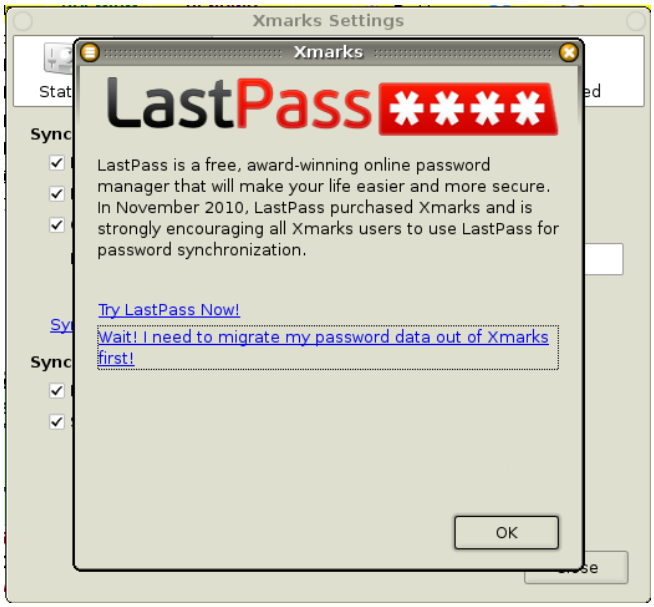
1. Open your Xmarks Settings from your Xmarks icon



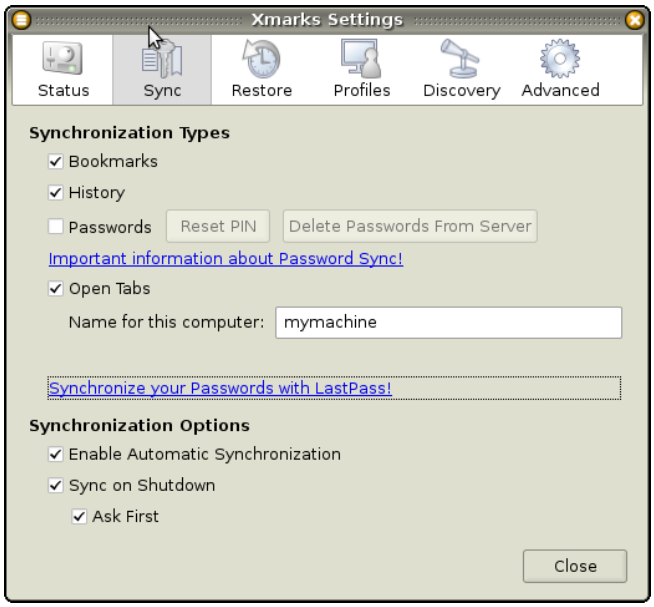
2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



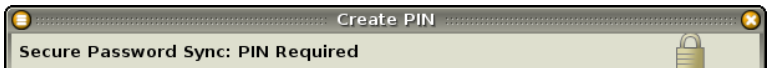
3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

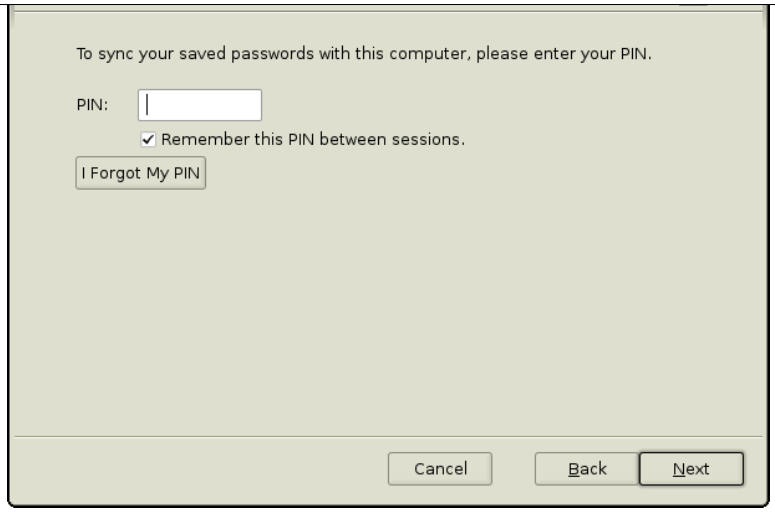

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.

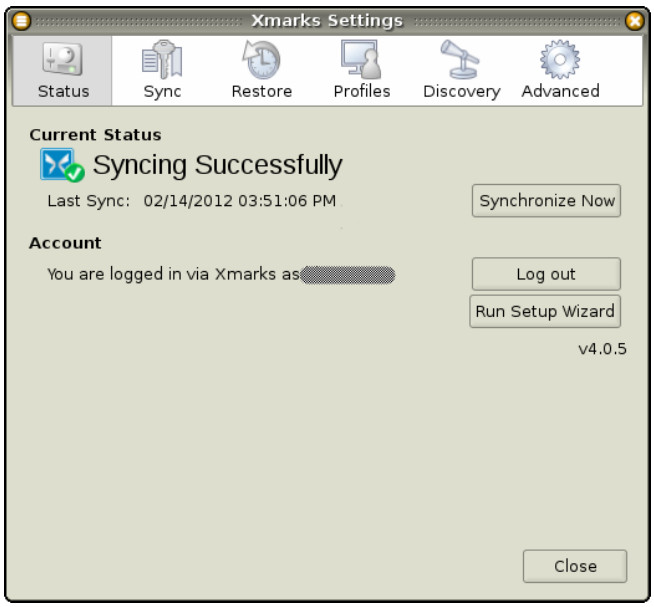




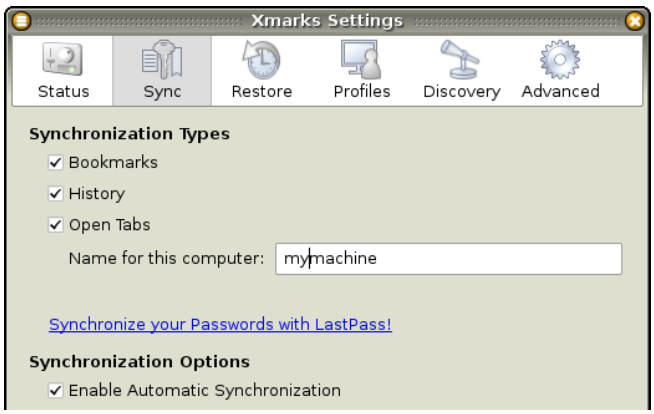
[/accordion-item]
[accordion-item title="Restore Xmarks Passwords" id="h4"]

Xmarks users may notice that the password feature has been discontinued with new versions of the Xmarks plugins. For Xmarks users who had previously used this feature, you can re-enable password sync to access all of your passwords stored in Xmarks and then import them to LastPass.

1. Click the Xmarks Icon.
2. Xmarks Settings will appear.

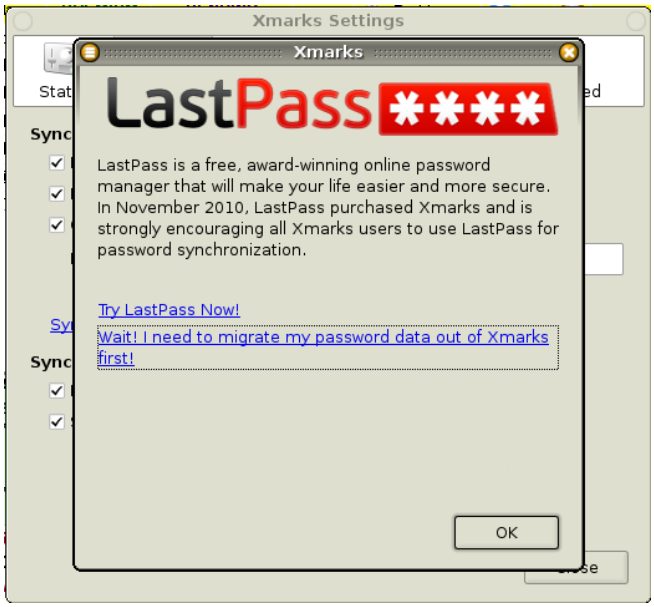


3. Select the Sync Tab.



4. Click "Synchronize your passwords with LastPass".

5. Click "Wait! I need to migrate my data out of Xmarks first".


Xmarks Settings
Xmarks
LastPass ****
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OK

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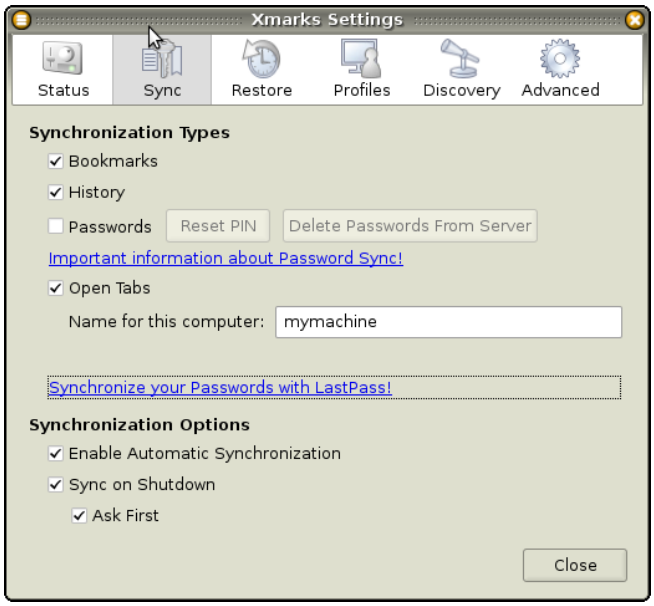

6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com

2. Select, "Tools".

3. Click, "Restore Old Passwords".

4. Select a backup date and time.

5. Click "View" to display that password list.

6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

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[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

[/tab]
[tab title="Chrome"]

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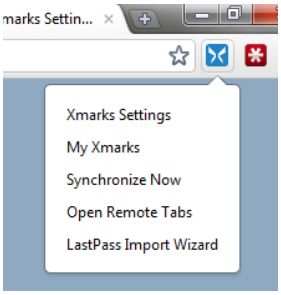
Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

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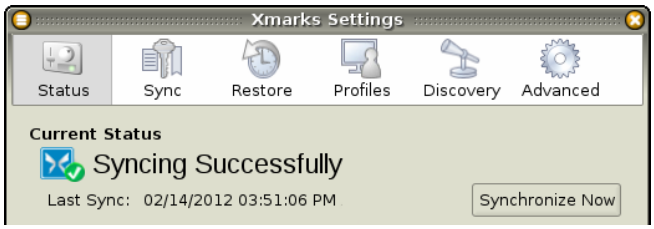
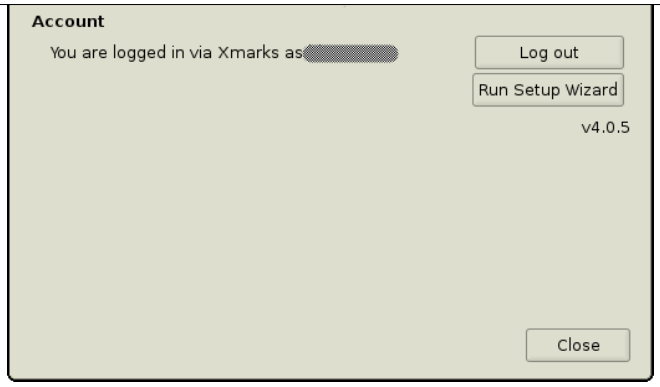
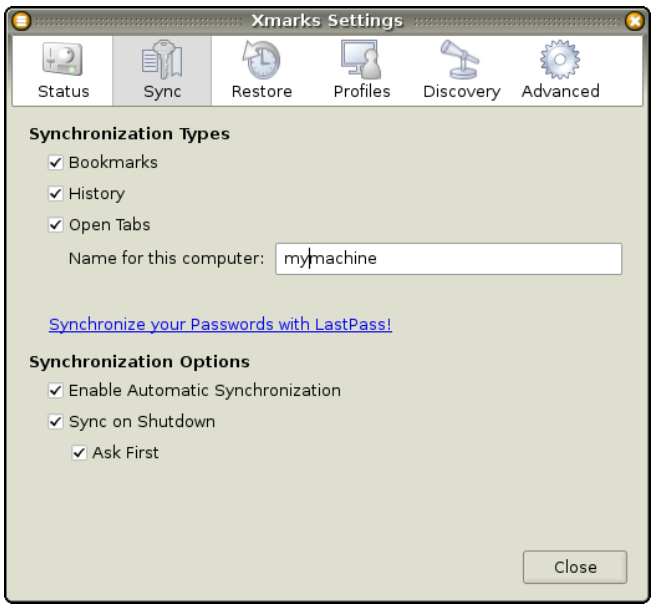
[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon

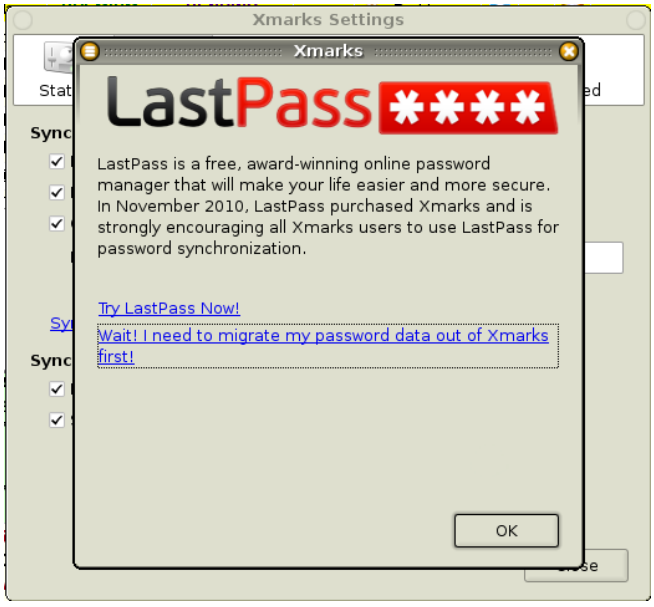




2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"


Xmarks Settings
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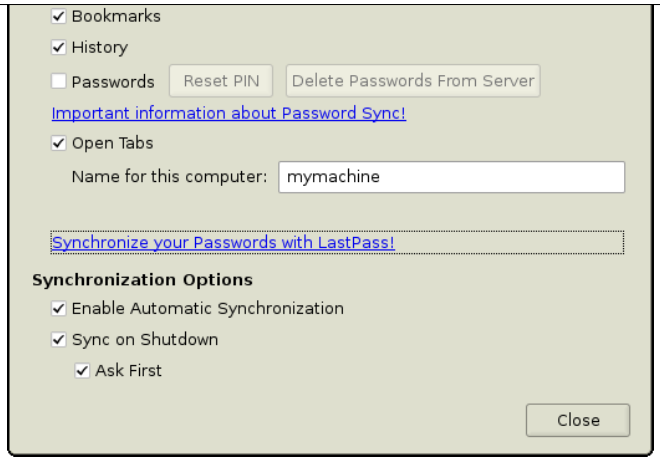

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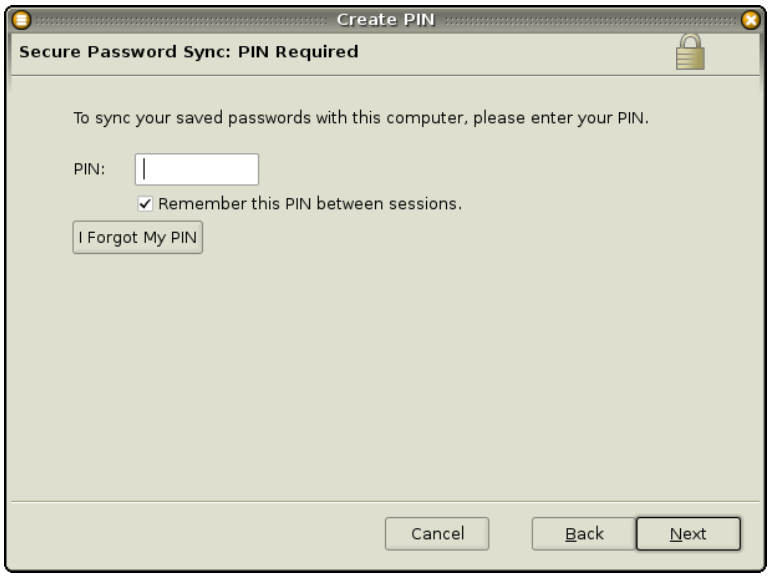

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[accordion-item title="Restore Xmarks Passwords" id="h4"]

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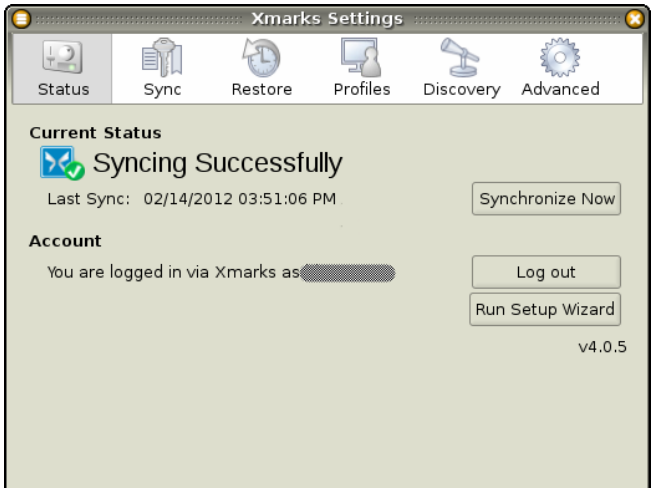
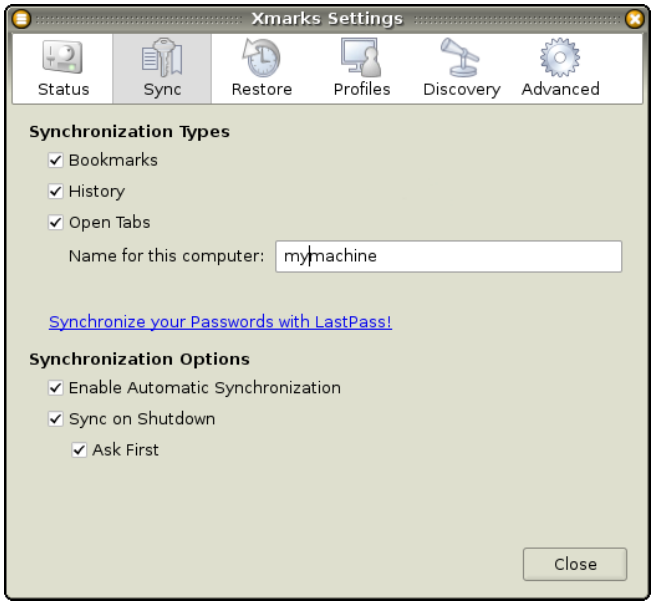


3. Select the Sync Tab.



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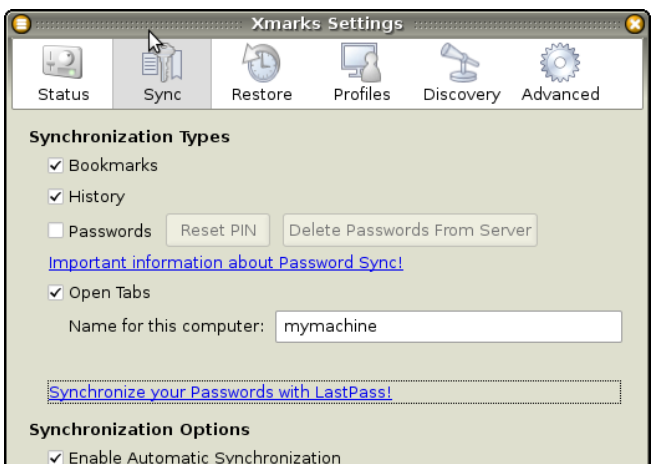

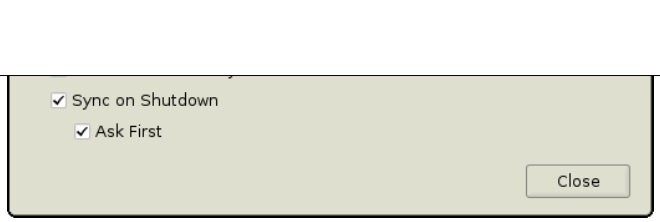

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[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

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[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

[/tab]
[tab title="Chrome"]

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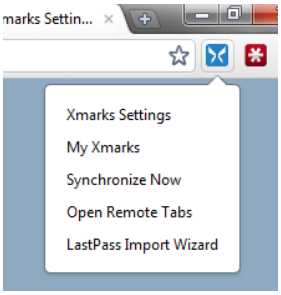
Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

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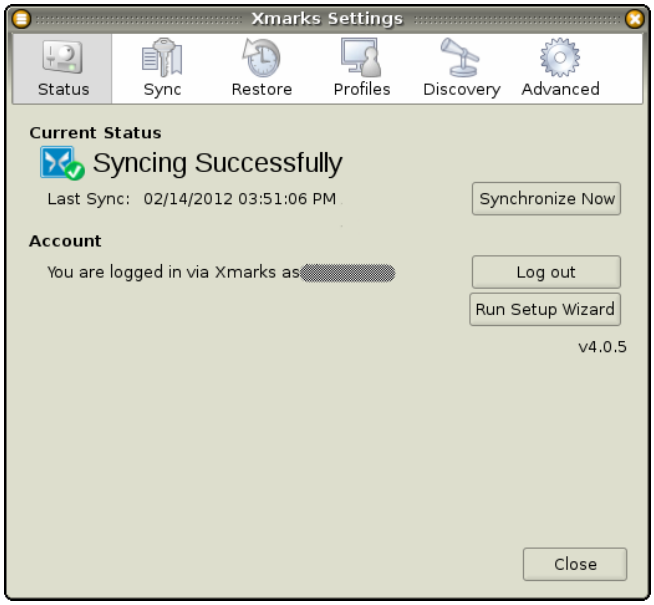
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to

view the PIN.

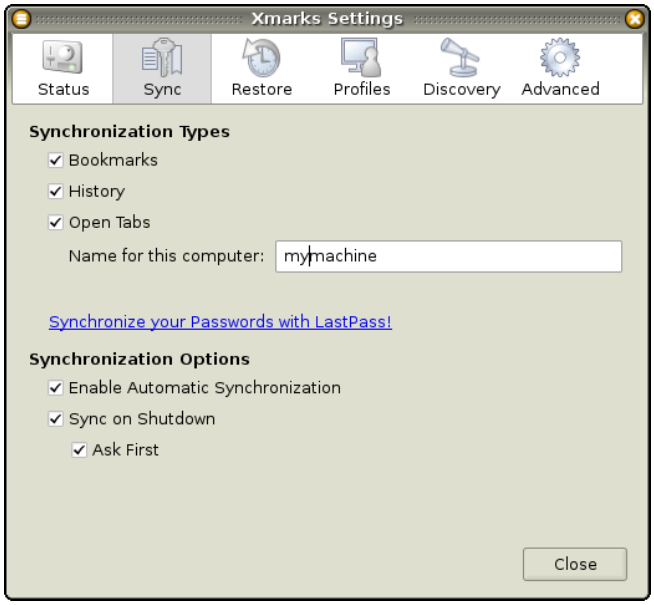
Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

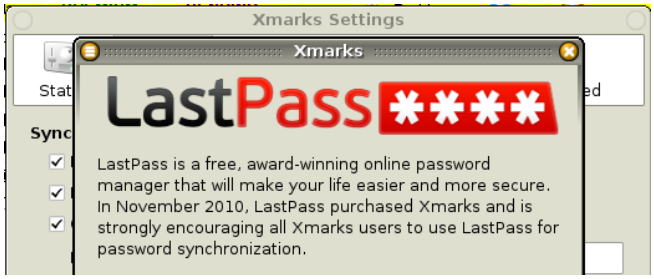
1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"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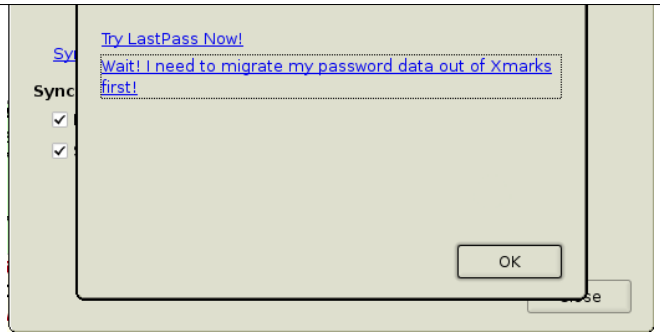
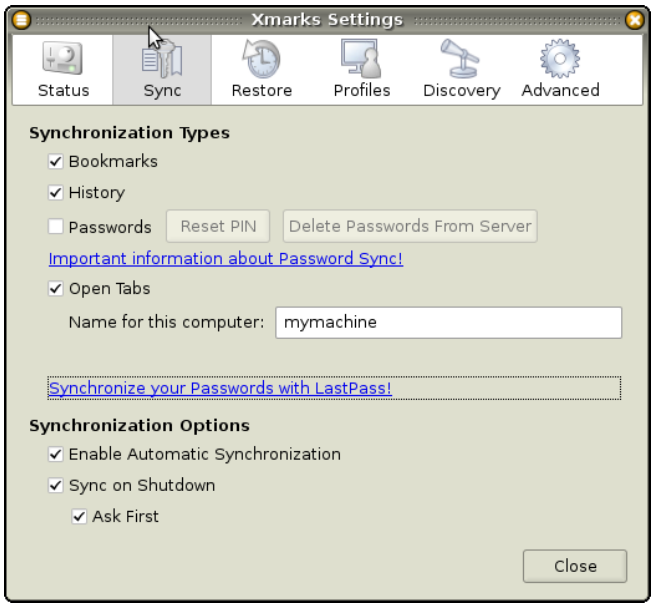
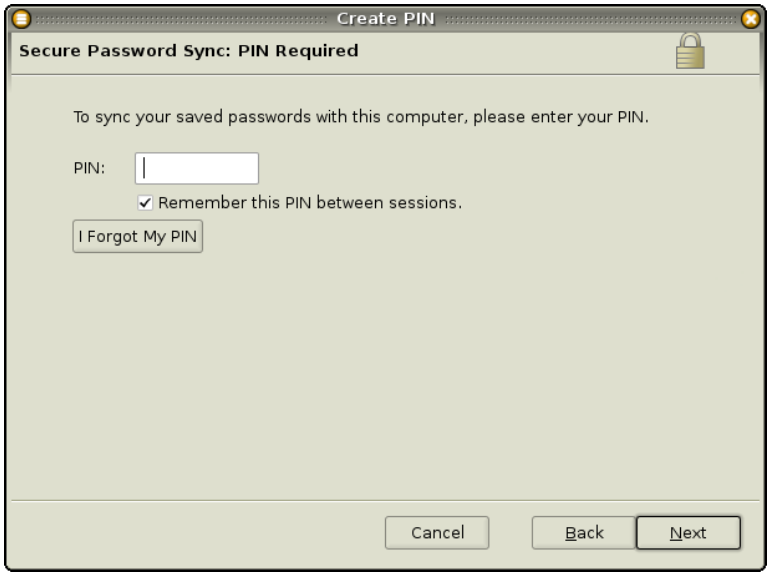


4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



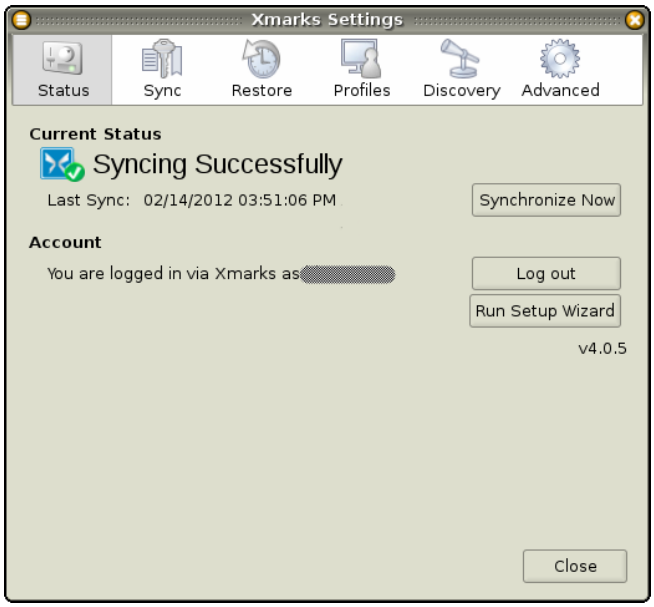
5. Enter your new PIN.



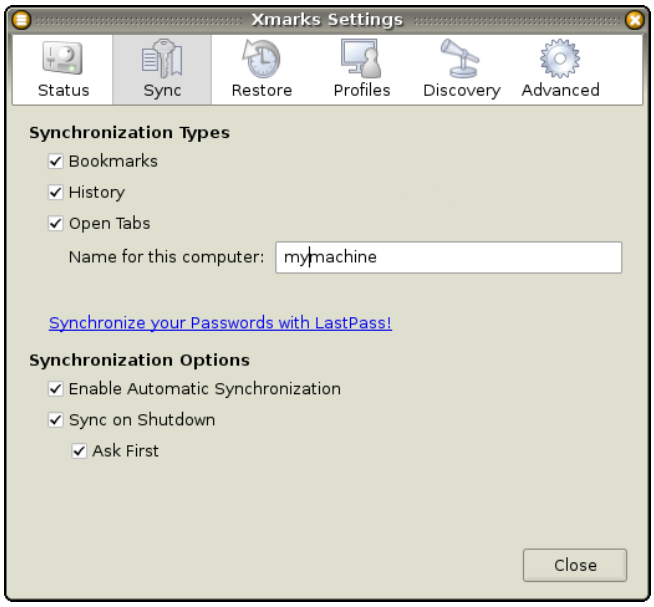
[/accordion-item]
[accordion-item title="Restore Xmarks Passwords" id="h4"]

Xmarks users may notice that the password feature has been discontinued with new versions of the Xmarks plugins. For Xmarks users who had previously used this feature, you can re-enable password sync to access all of your passwords stored in Xmarks and then import them to LastPass.

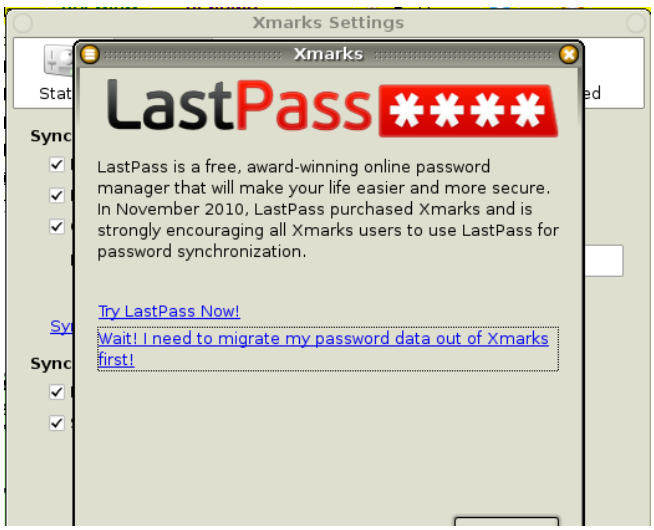
1. Click the Xmarks Icon.
2. Xmarks Settings will appear.



3. Select the Sync Tab.



4. Click "Synchronize your passwords with LastPass".
5. Click "Wait! I need to migrate my data out of Xmarks first".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Xmarks
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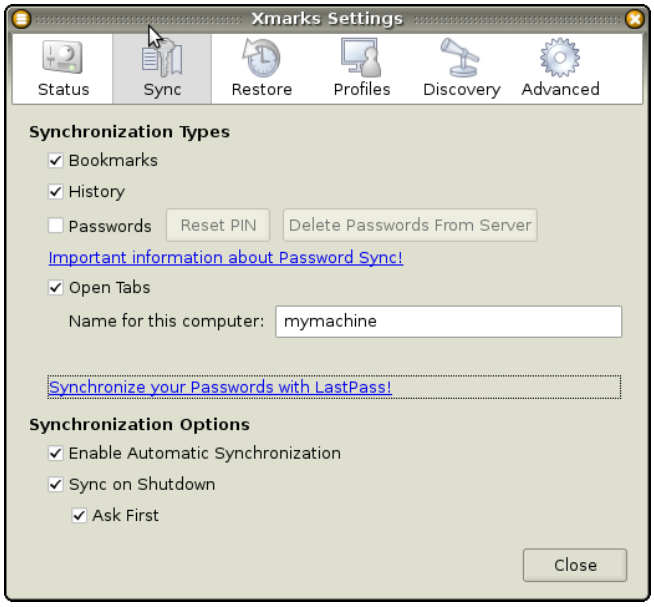
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!

Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

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We are strongly encouraging all users to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

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greater number of browsers and devices. Click **here** for the full list of supported browsers and devices.

[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

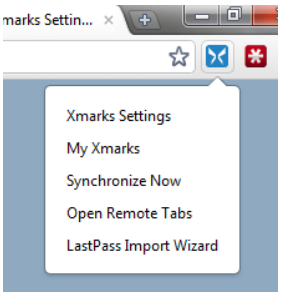
[/tab]
[tab title="Chrome"]

If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing

passwords, you can retrieve your PIN from that computer.

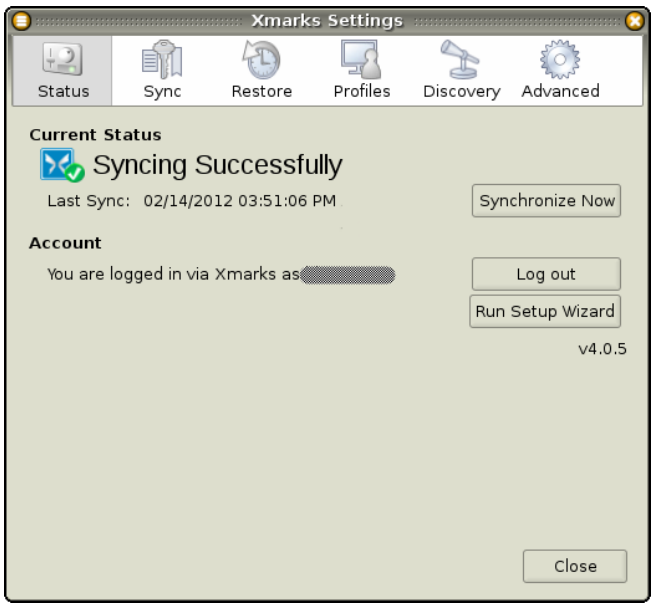
Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

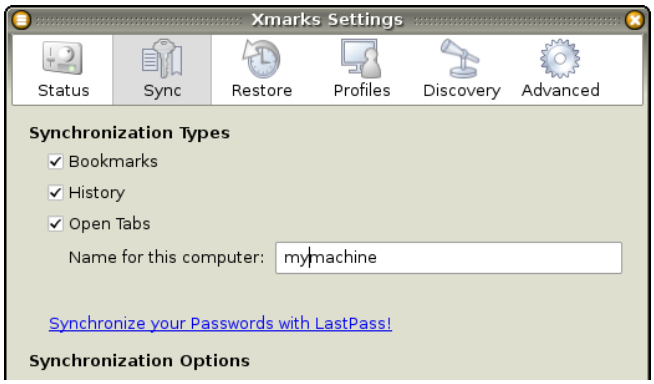
Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

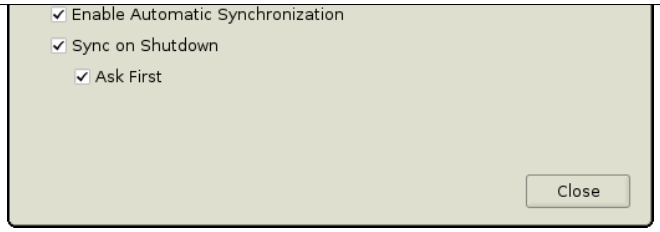
[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon

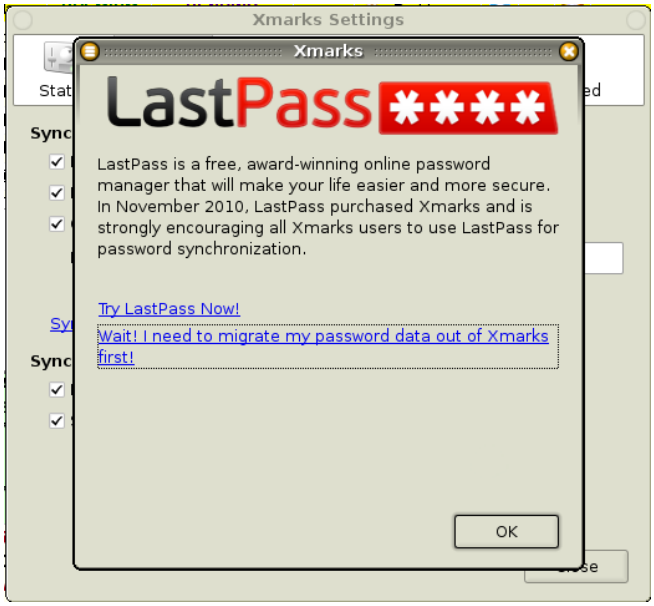


2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link





3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"


Xmarks Settings
Xmarks
LastPass ****
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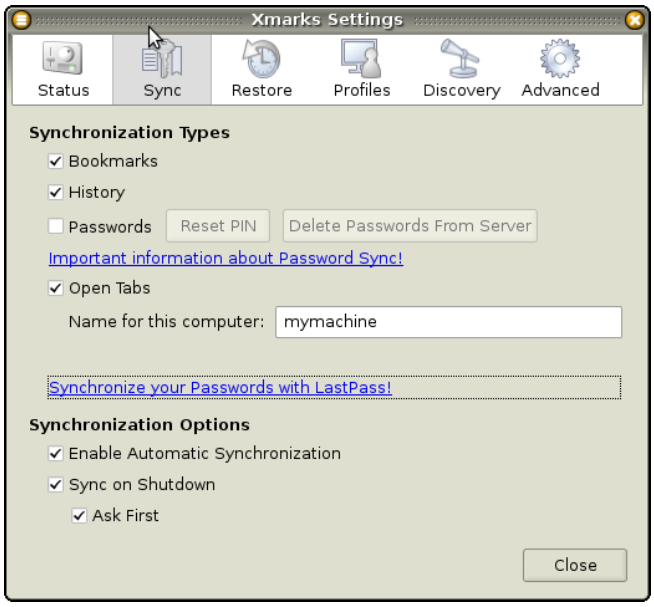
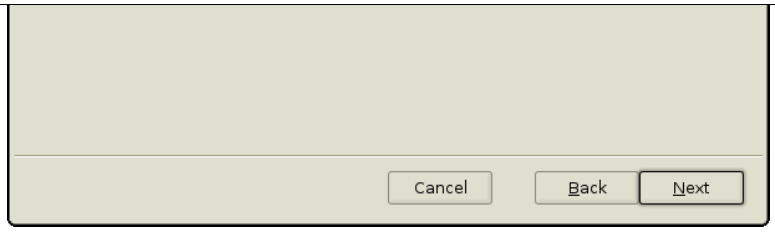
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.

Create PIN
Secure Password Sync: PIN Required
To sync your saved passwords with this computer, please enter your PIN.
PIN:
Remember this PIN between sessions.
I Forgot My PIN



[/accordion-item]
[accordion-item title="Restore Xmarks Passwords" id="h4"]

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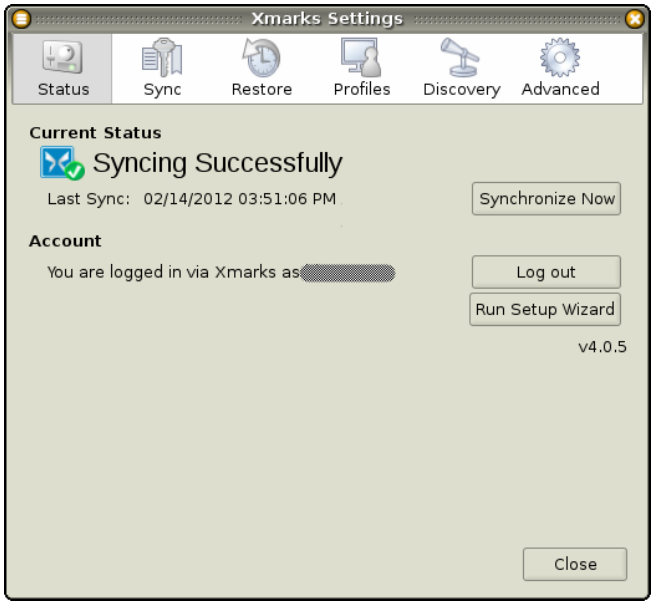
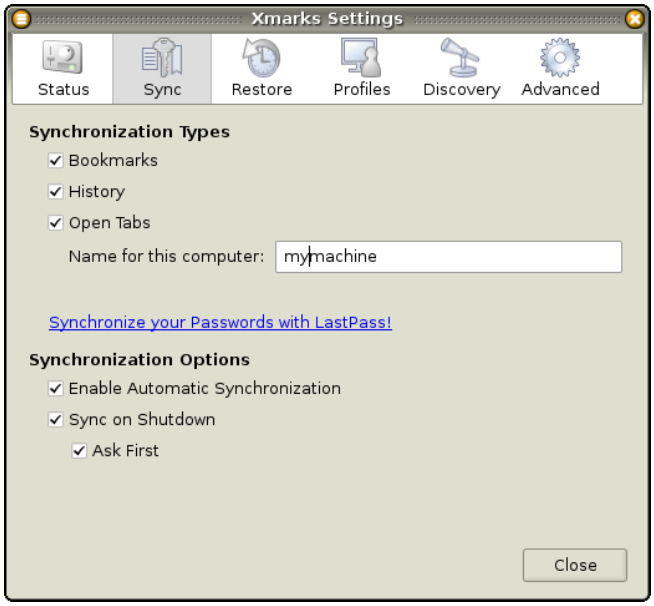
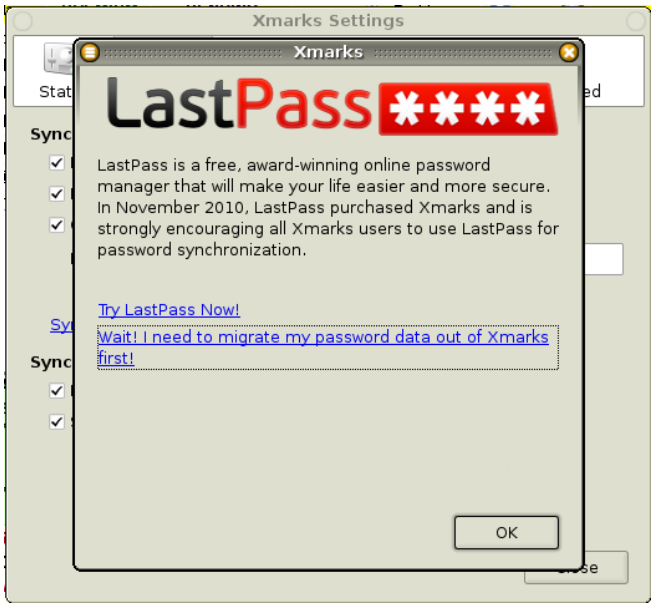


3. Select the Sync Tab.

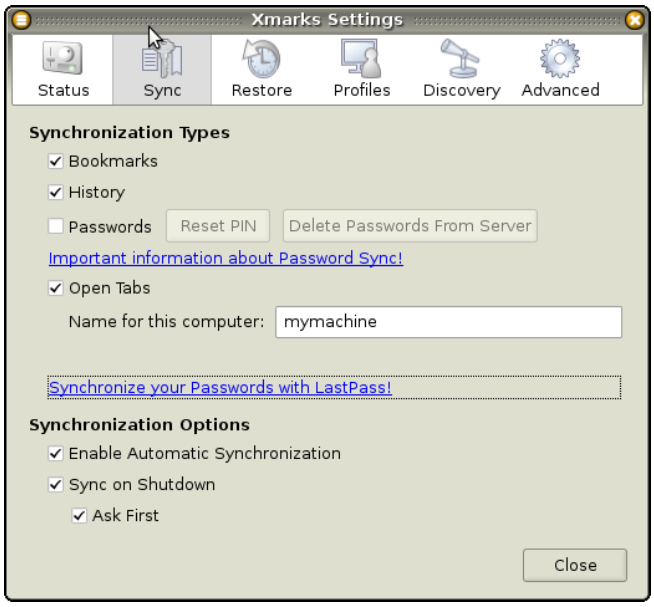


4. Click "Synchronize your passwords with LastPass".

5. Click "Wait! I need to migrate my data out of Xmarks first".


Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Password

Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

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[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

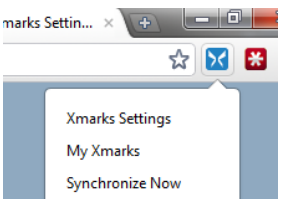
[/tab]
[tab title="Chrome"]

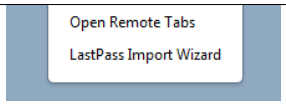
If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.





Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

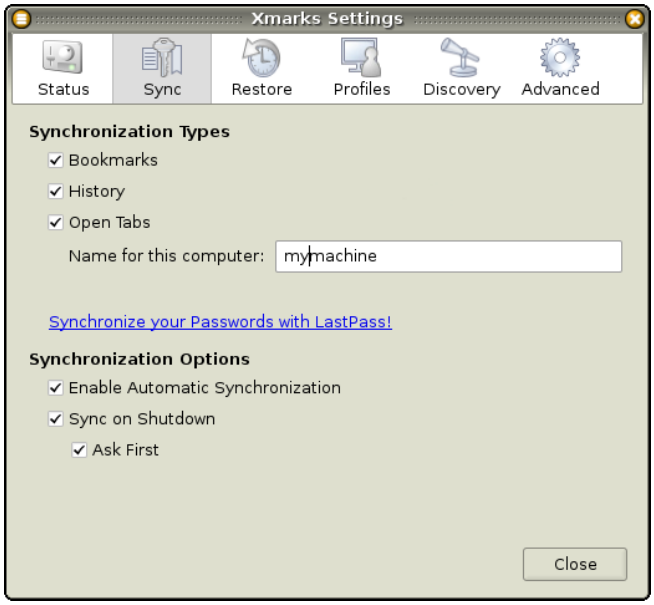
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

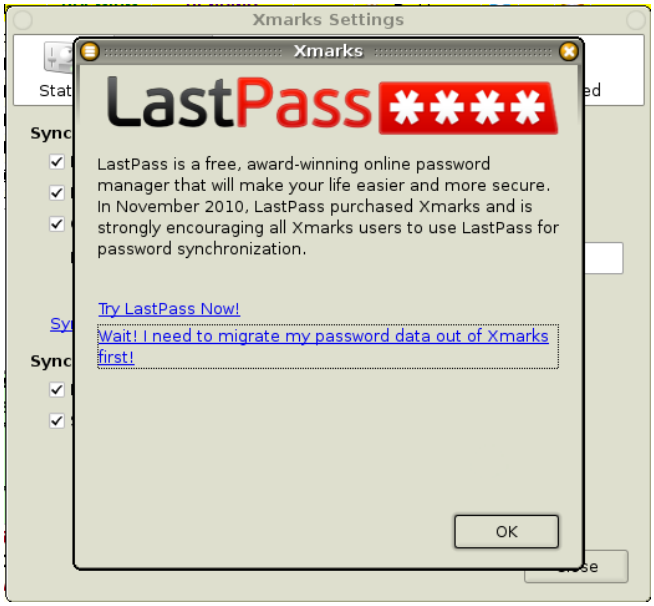
[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon

2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"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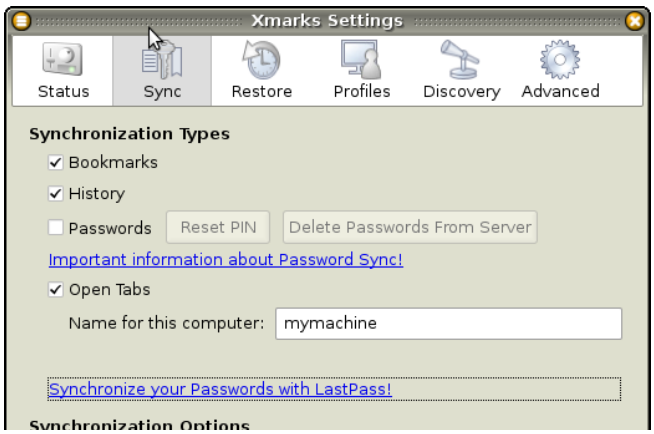
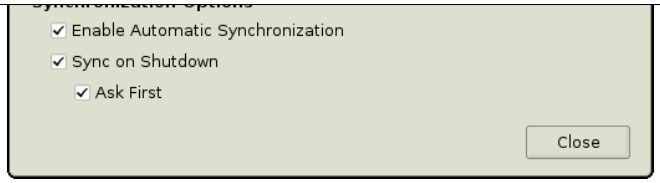
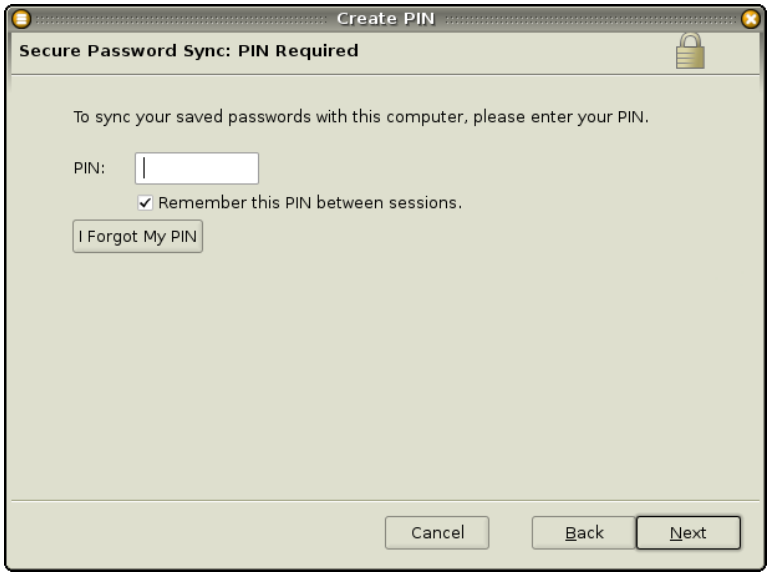
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"





5. Enter your new PIN.



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[accordion-item title="Restore Xmarks Passwords" id="h4"]

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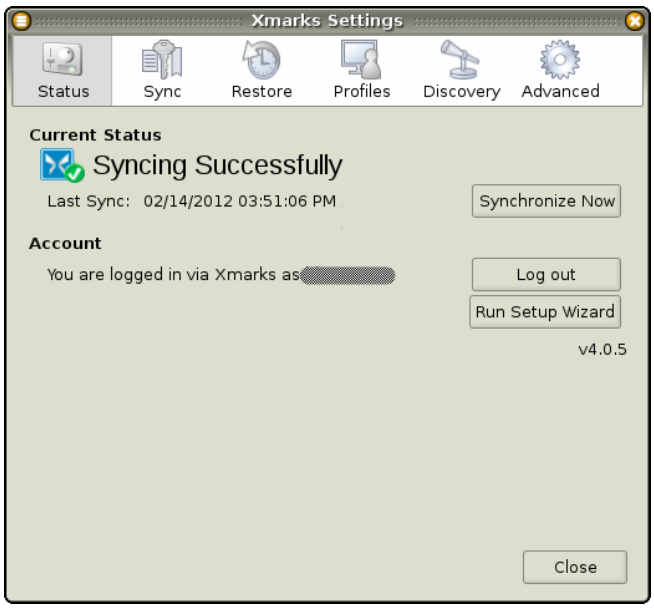
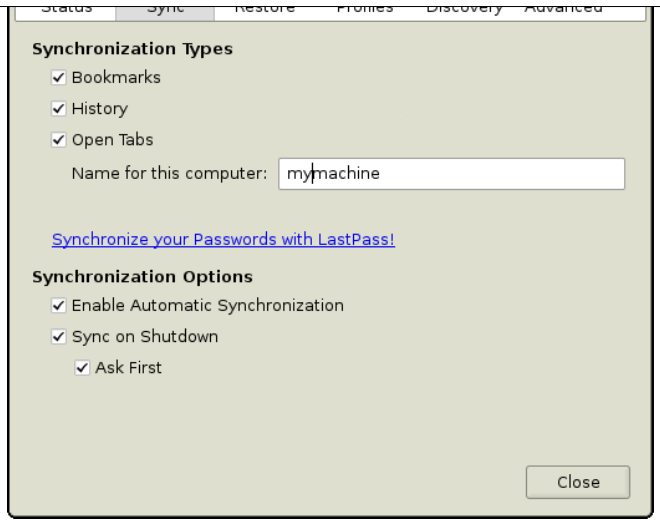
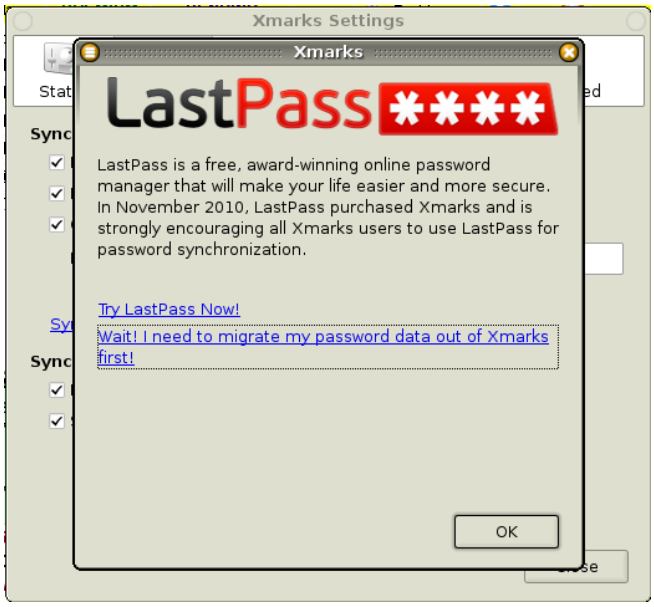


3. Select the Sync Tab.



4. Click "Synchronize your passwords with LastPass".

5. Click "Wait! I need to migrate my data out of Xmarks first".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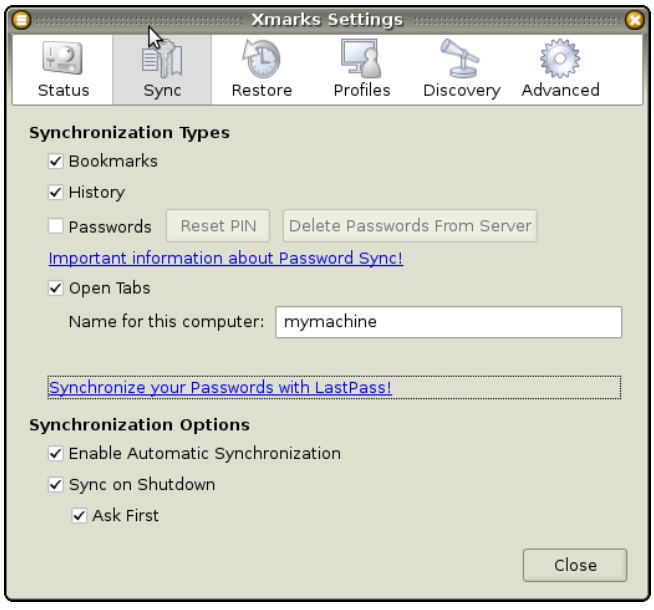

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[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

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[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

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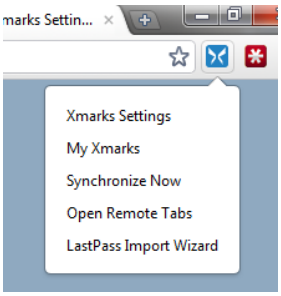
Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
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[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

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5. Click on "Show Passwords" to view the PIN.

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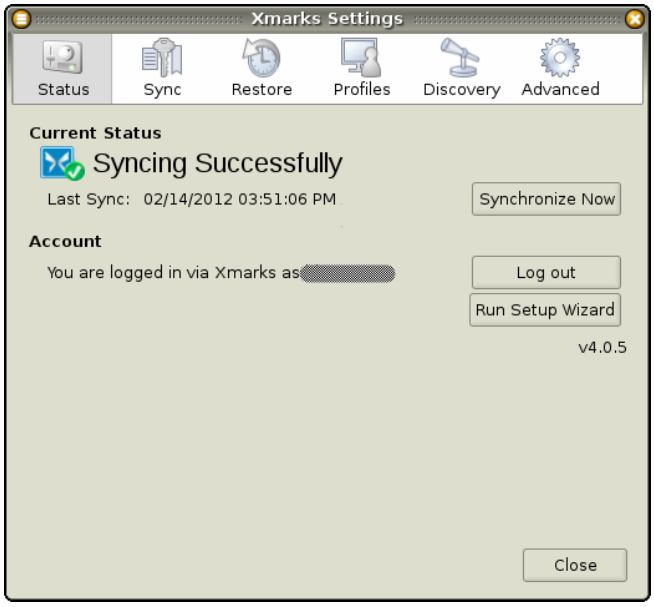
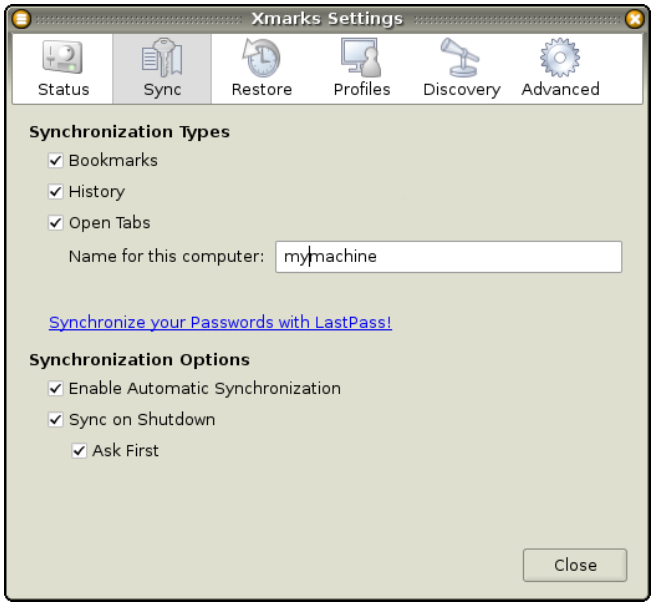
[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



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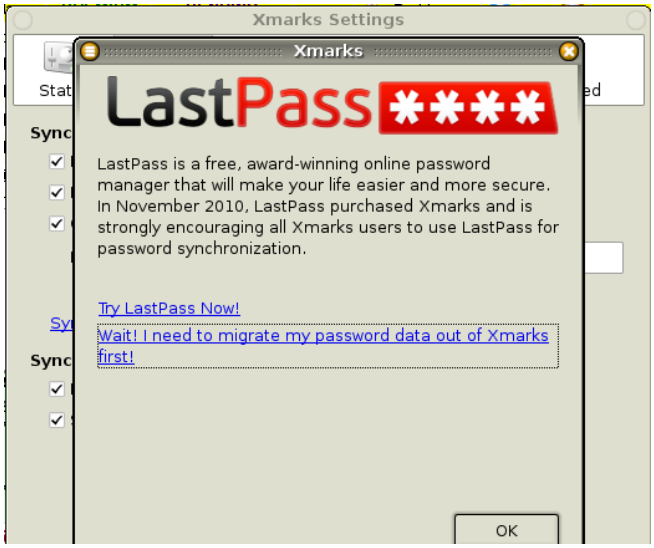
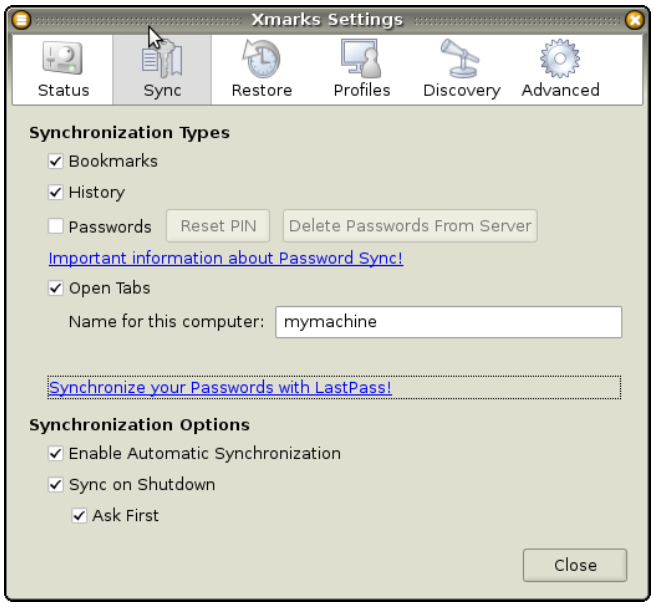
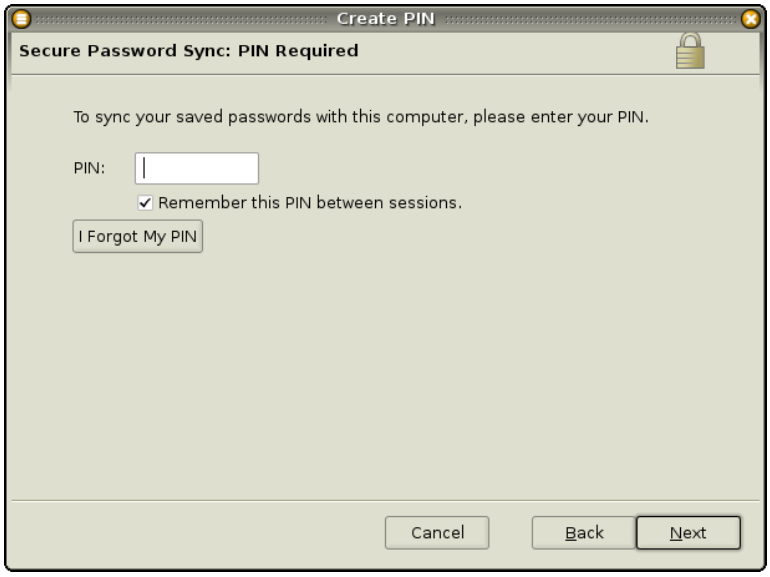

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



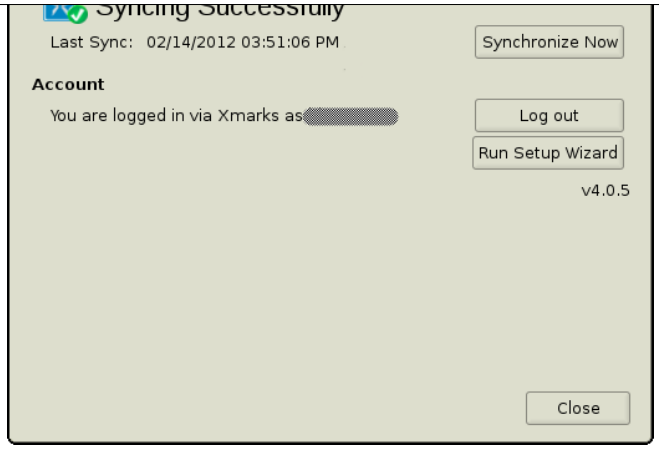
5. Enter your new PIN.



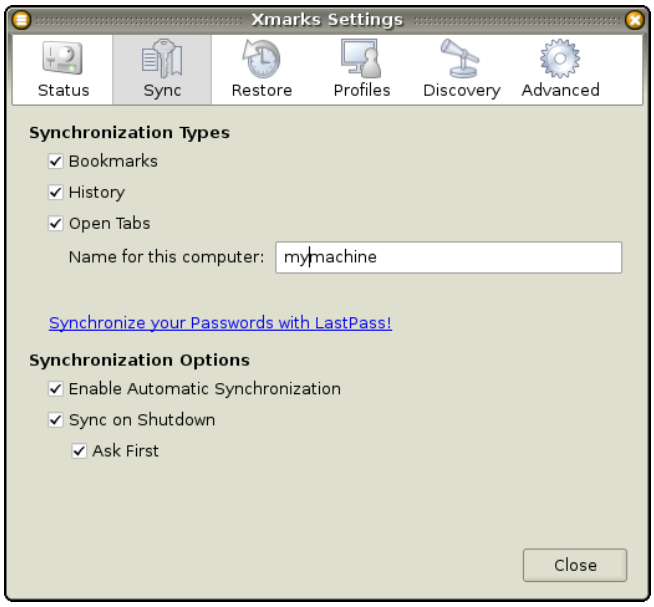
[/accordion-item]
[accordion-item title="Restore Xmarks Passwords" id="h4"]

Xmarks users may notice that the password feature has been discontinued with new versions of the Xmarks plugins. For Xmarks users who had previously used this feature, you can re-enable password sync to access all of your passwords stored in Xmarks and then import them to LastPass.

1. Click the Xmarks Icon.
2. Xmarks Settings will appear.



3. Select the Sync Tab.

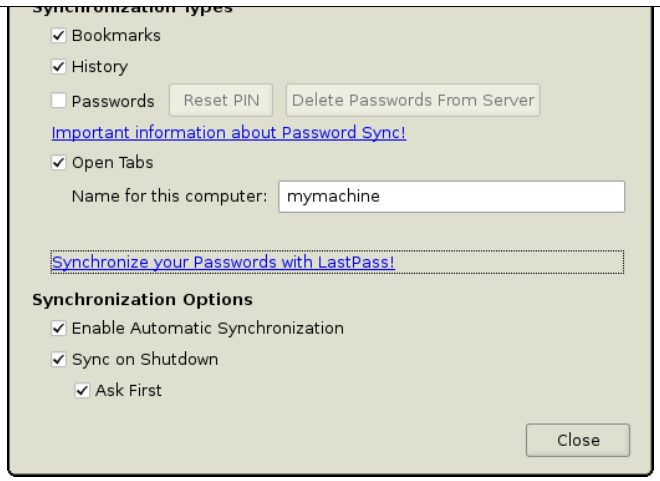


4. Click "Synchronize your passwords with LastPass".

5. Click "Wait! I need to migrate my data out of Xmarks first".

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Recover/Reset PIN

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Recover Your PIN" id="h0"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry

called"sync.foxmarks.com" (Foxmarks Sync PIN).

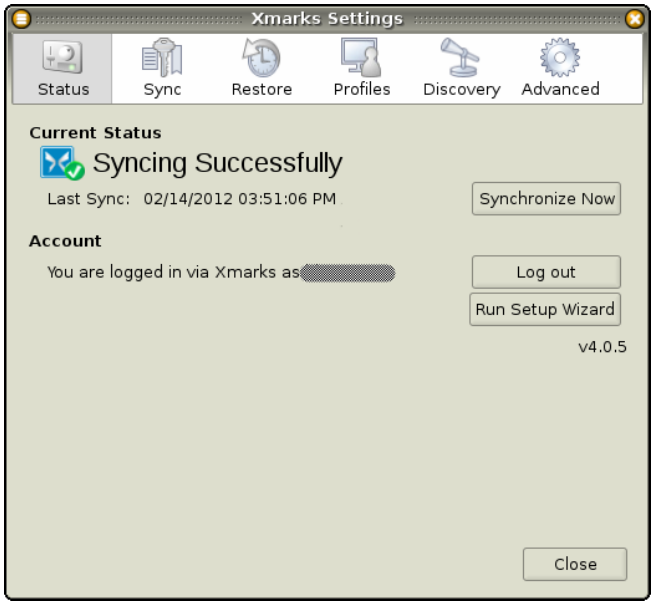
5. Click on "Show Passwords" to view the PIN.

Note that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

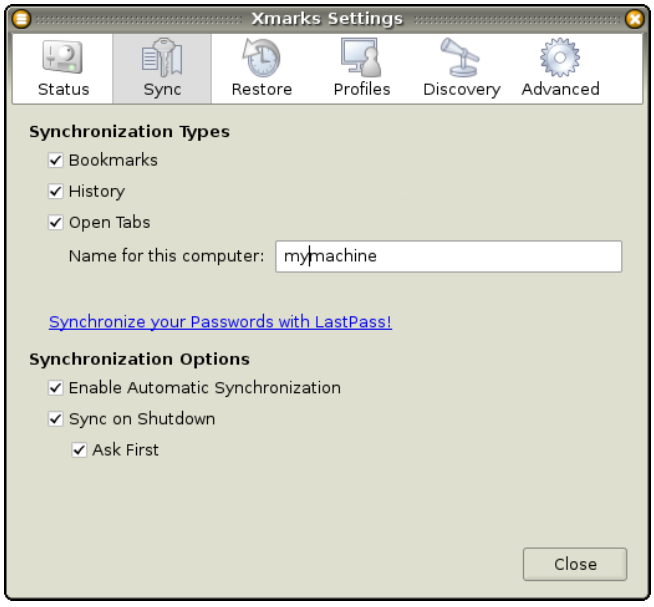
[/accordion-item]

[accordion-item title="Reset Your PIN" id="h1"]

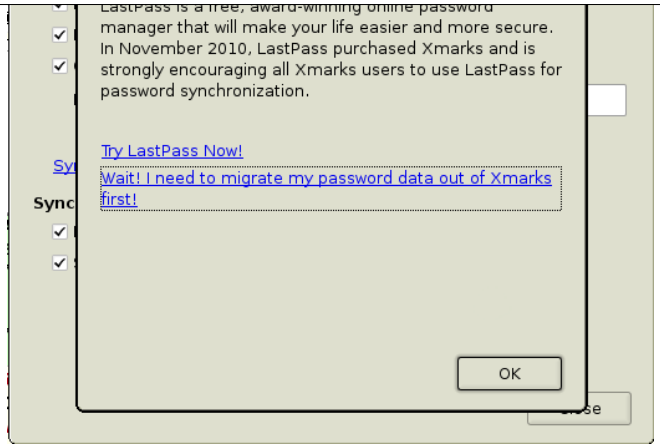
1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"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password synchronization.
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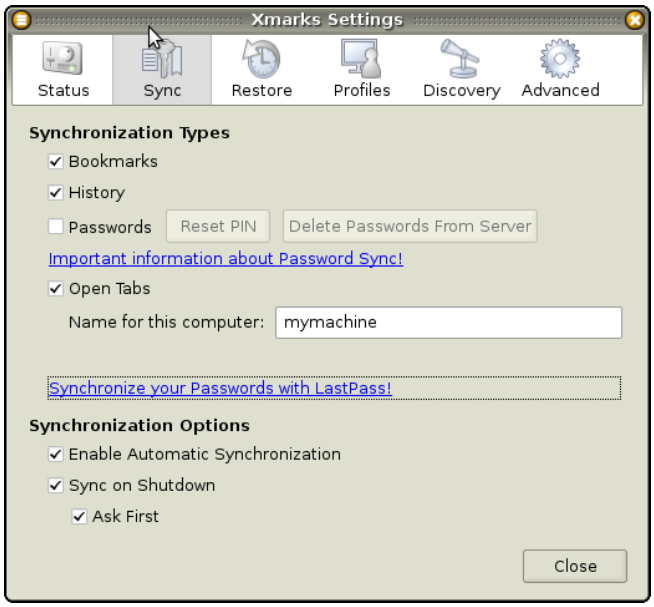
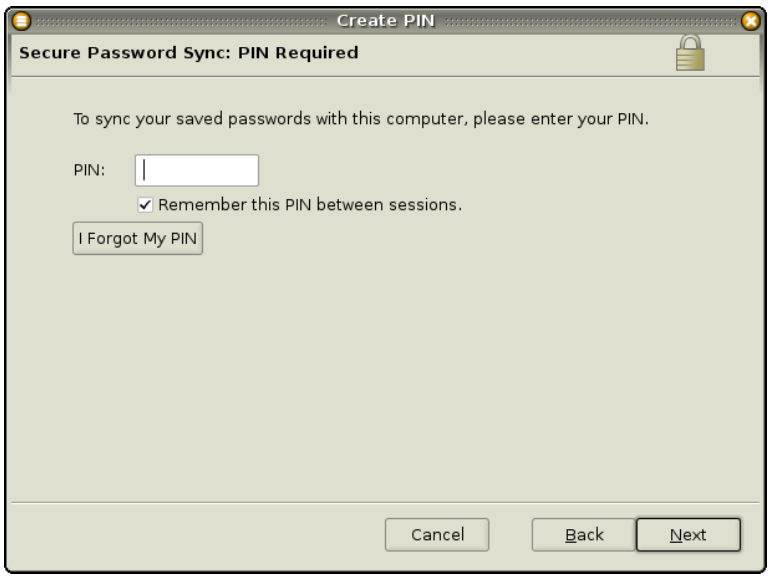


5. Enter your new PIN.



[/accordion-item]
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Disabling a Proxy Server

[accordion openfirst=true scroll=true

clicktoclose=true]
[accordion-item title="Disabling a Proxy Server" id="h0"]

Xmarks does not work for most proxy servers. You will need to edit your Firefox network settings to disable the proxy altogether, or you can disable the proxy for just Xmarks.

For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)
2. Click, "Options".
3. Select the "Advanced" tab.
4. Select the "Network" tab.
5. Under "Connection", click "Settings".
6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.
7. Click "OK" to save.

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

The Xmarks Password Sync feature is being phased out.

We are strongly encouraging all users to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

LastPass is more secure, has many more **features** and is supported on a greater number of browsers and devices. Click **here** for the full list of supported browsers and devices.

[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data

from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

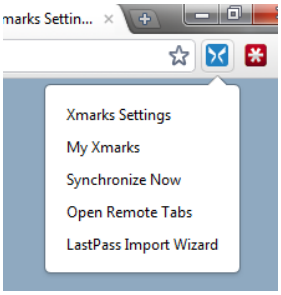
[/tab]
[tab title="Chrome"]

If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.

3. Click on "Saved Passwords". A window showing all your saved passwords will appear.

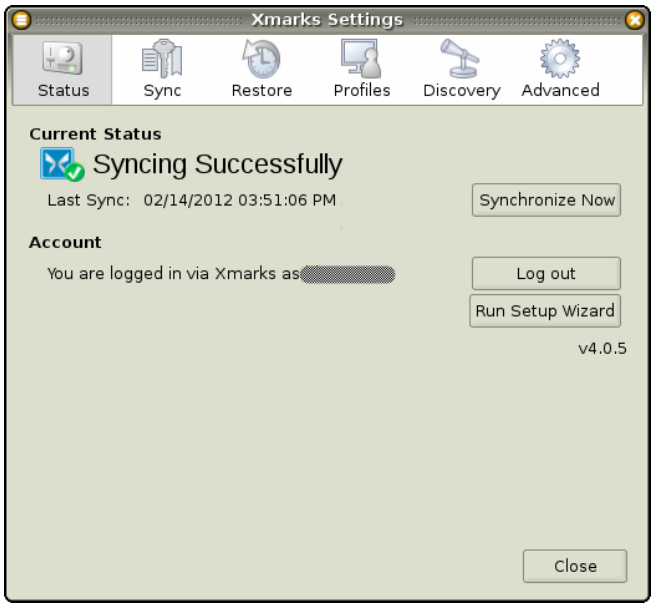
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).

5. Click on "Show Passwords" to view the PIN.

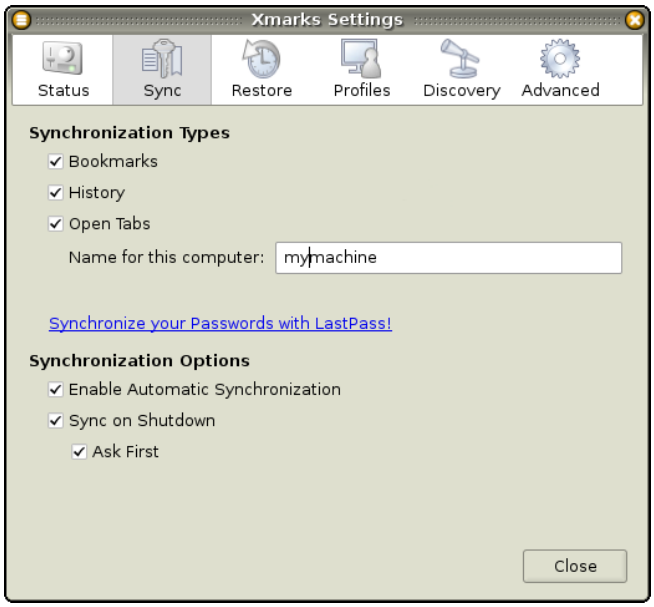
Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

Xmarks Settings
Xmarks
LastPass ****
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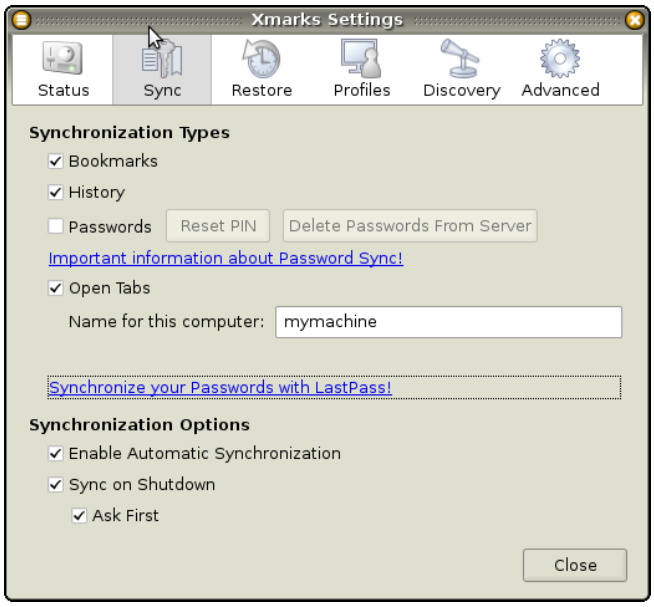
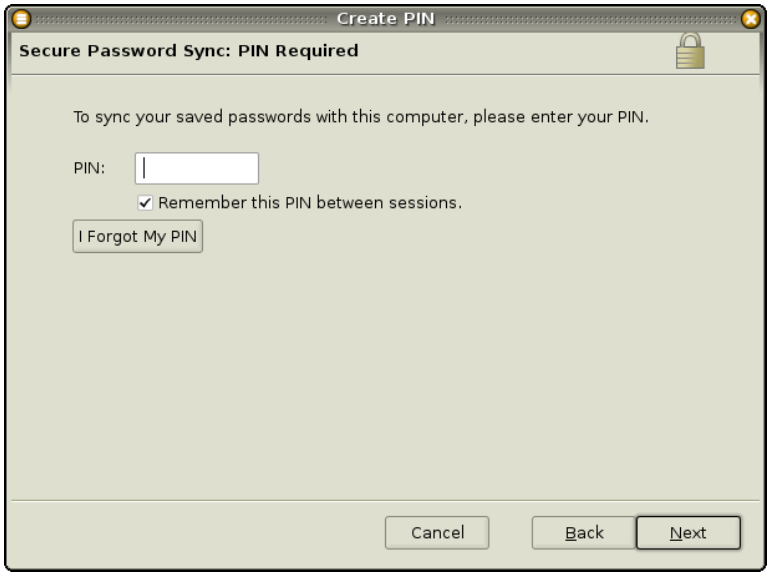
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.



[/accordion-item]
[accordion-item title="Restore Xmarks

Passwords" id="h4"]

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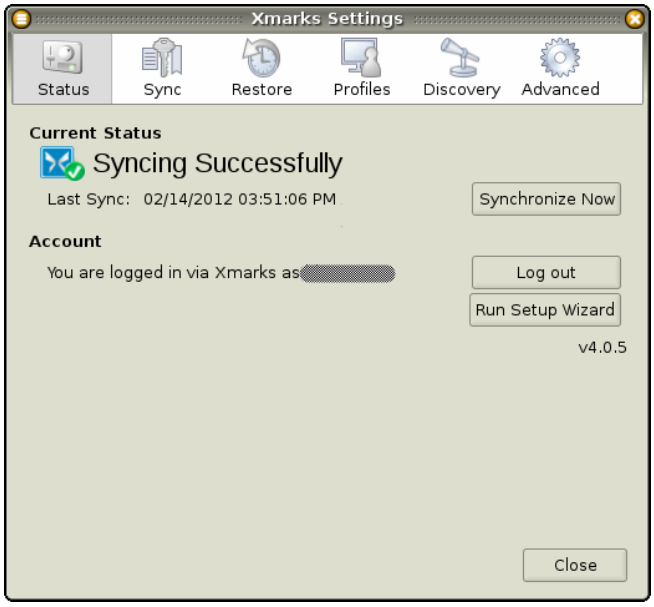

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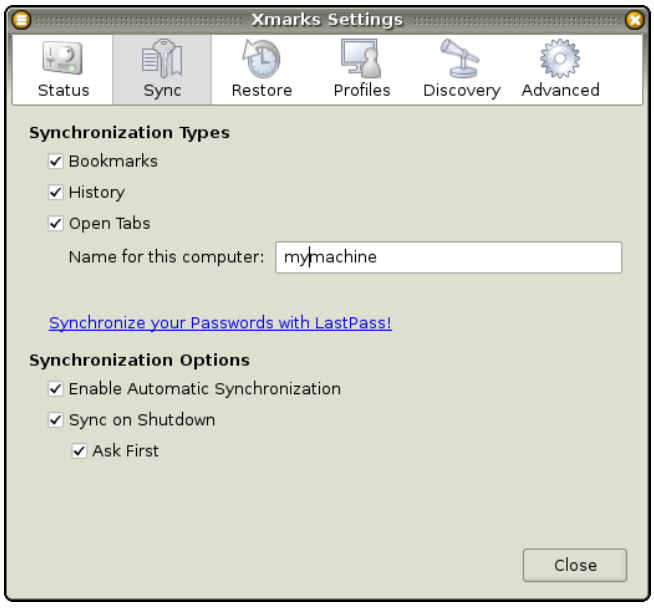

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5. Click "Wait! I need to migrate my data out of Xmarks first".

Xmarks Settings
Xmarks
LastPass
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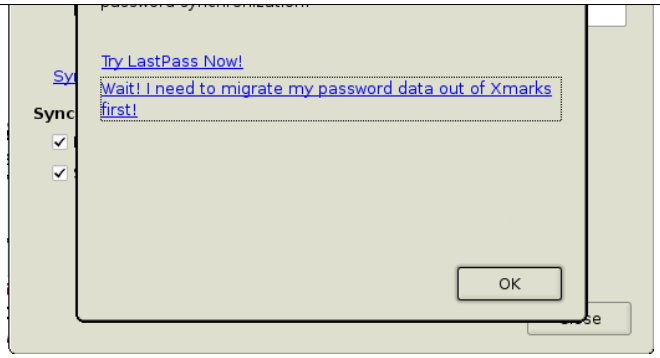
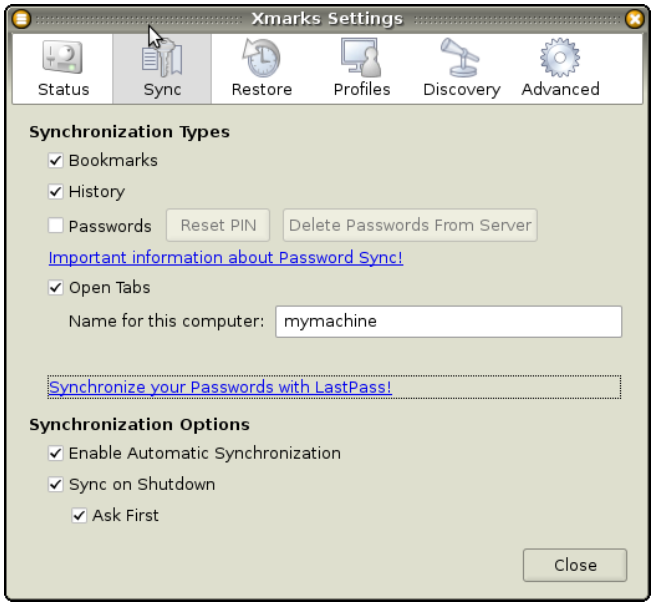


Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

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to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

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[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

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If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

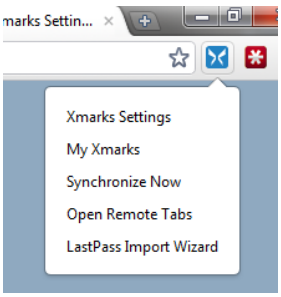
[/tab]
[tab title="Chrome"]

If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

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4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

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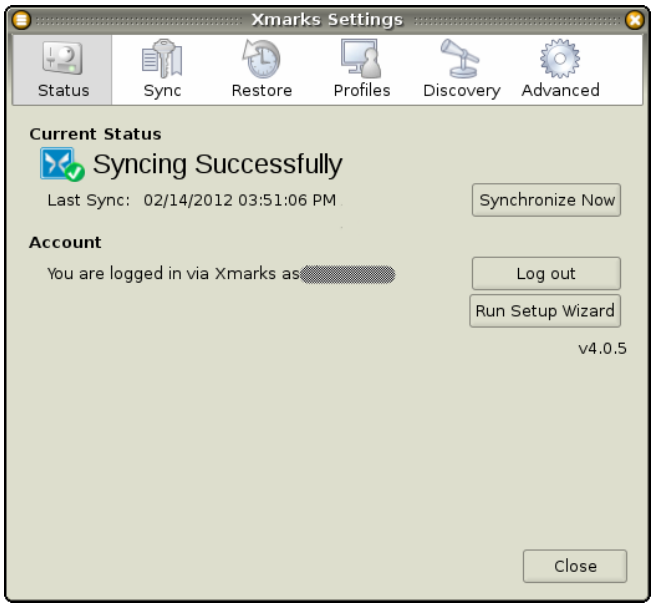
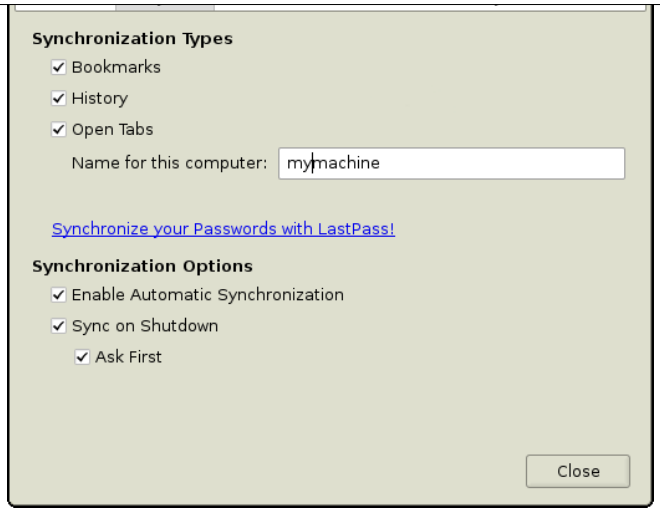
[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



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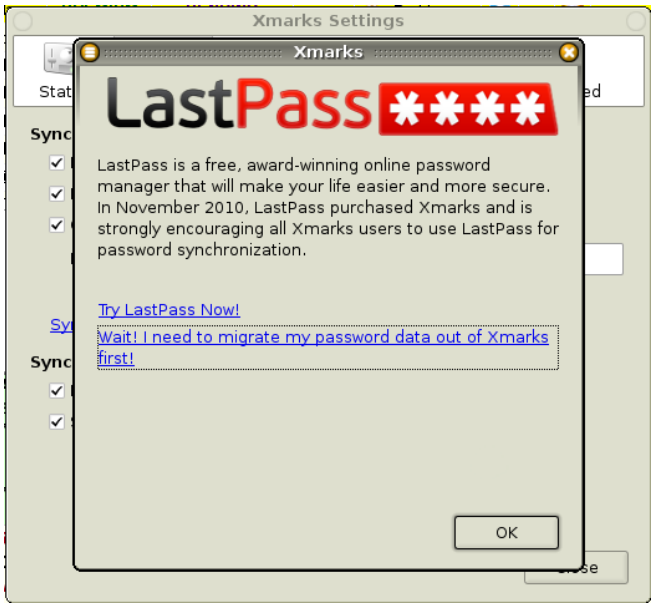
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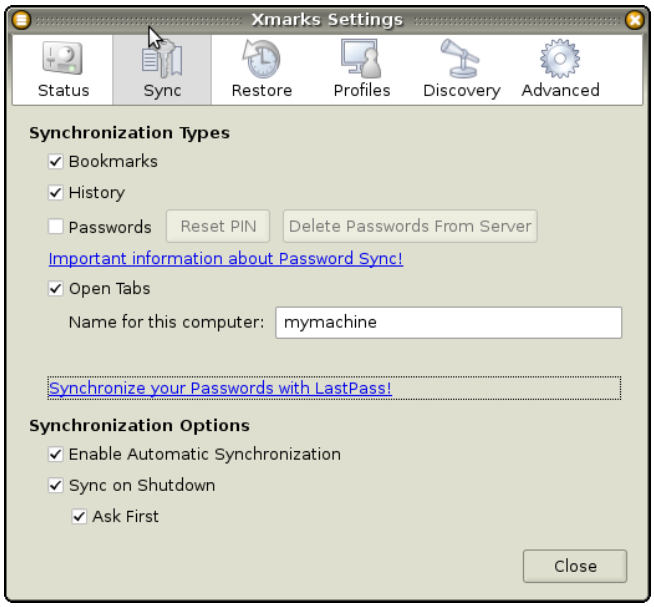

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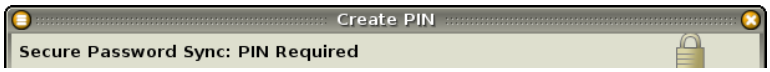

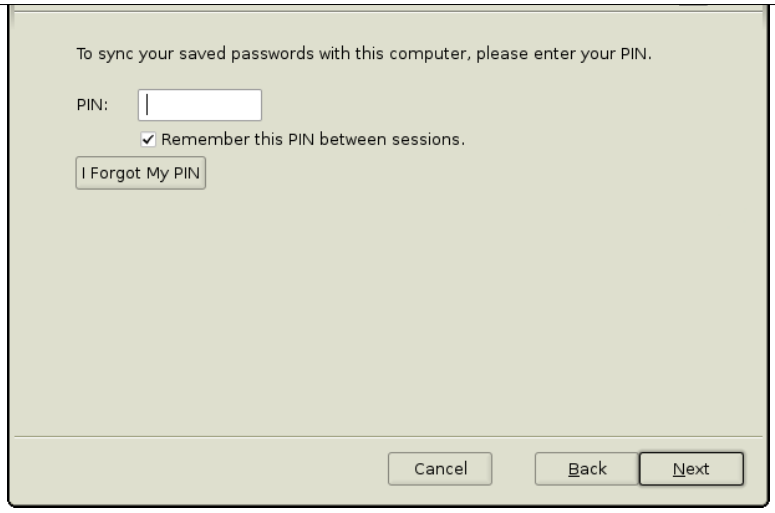

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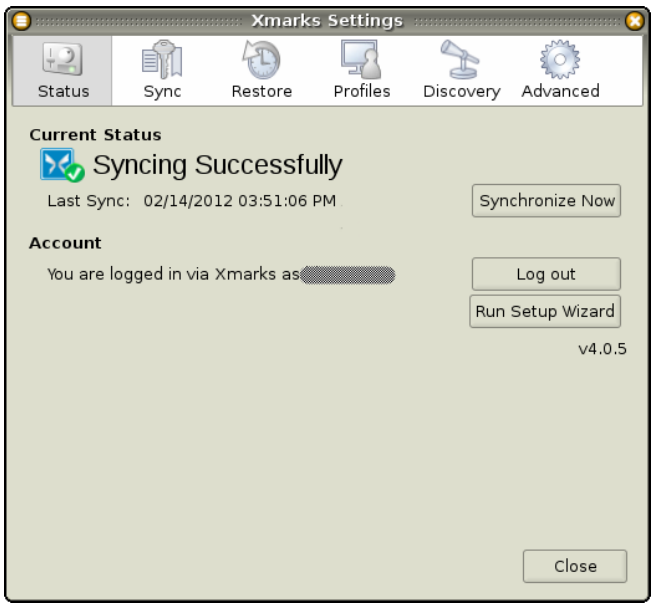
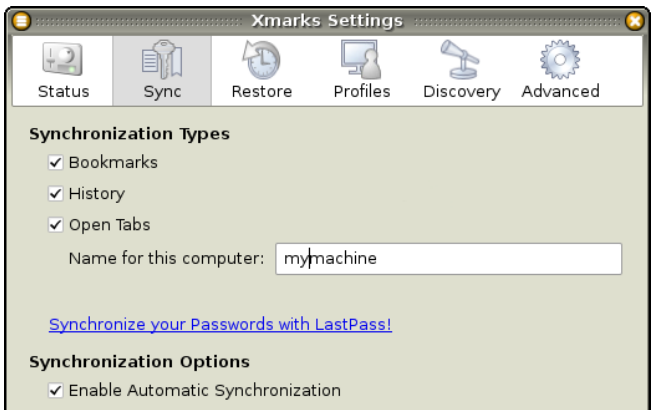


3. Select the Sync Tab.



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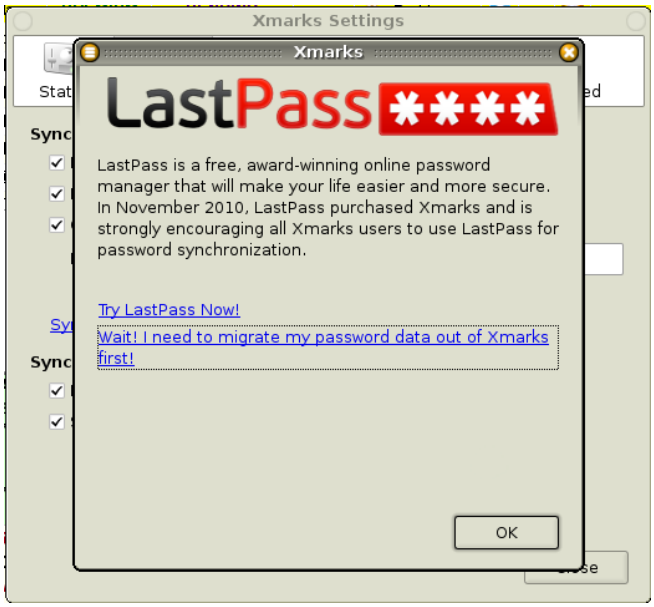
5. Click "Wait! I need to migrate my data out of Xmarks first".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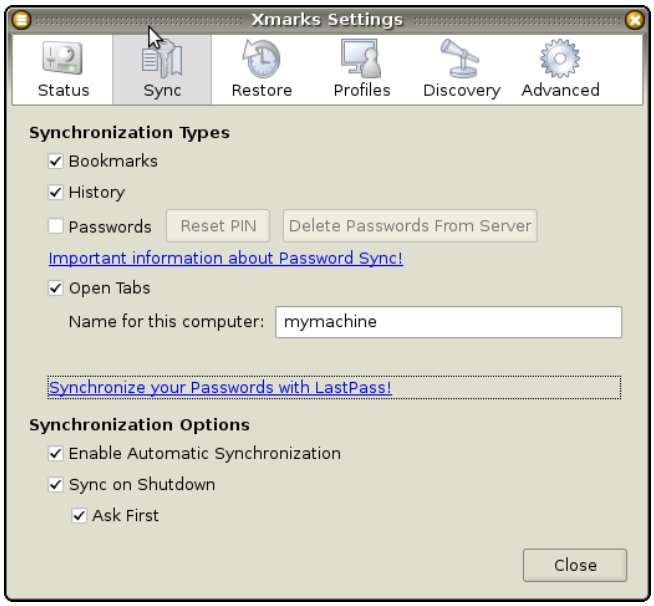

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[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

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2. Select, "Tools".

3. Click, "Restore Old Passwords".

4. Select a backup date and time.

5. Click "View" to display that password list.

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[/accordion-item]
[/accordion]

Disabling a Proxy Server

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Disabling a Proxy Server" id="h0"]

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For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)

2. Click, "Options".

3. Select the "Advanced" tab.

4. Select the "Network" tab.

5. Under "Connection", click "Settings".

6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.

7. Click "OK" to save.

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

The Xmarks Password Sync feature is being phased out.

We are strongly encouraging all users to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

LastPass is more secure, has many more **features** and is supported on a

greater number of browsers and devices. Click **here** for the full list of supported browsers and devices.

[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

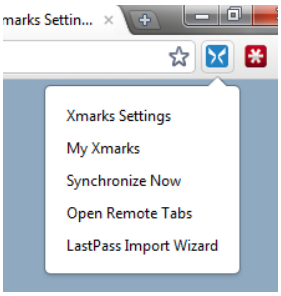
[/tab]
[tab title="Chrome"]

If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing

passwords, you can retrieve your PIN from that computer.

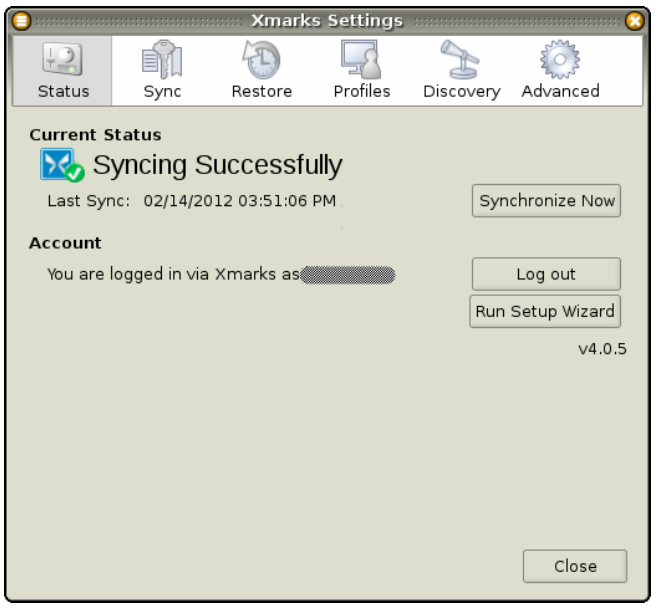
Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

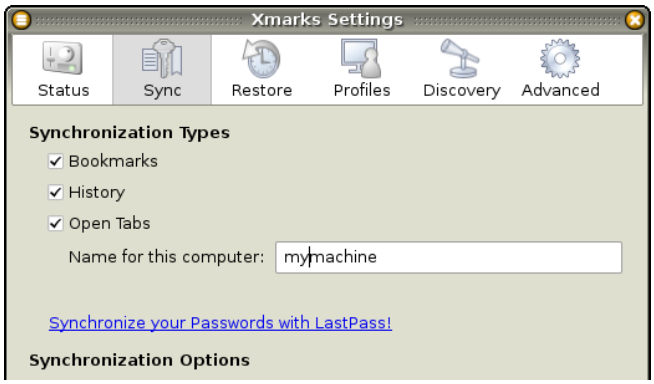
Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

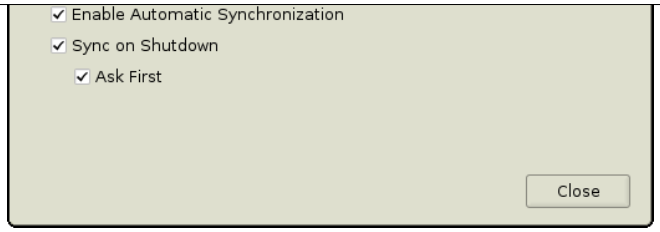
[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon

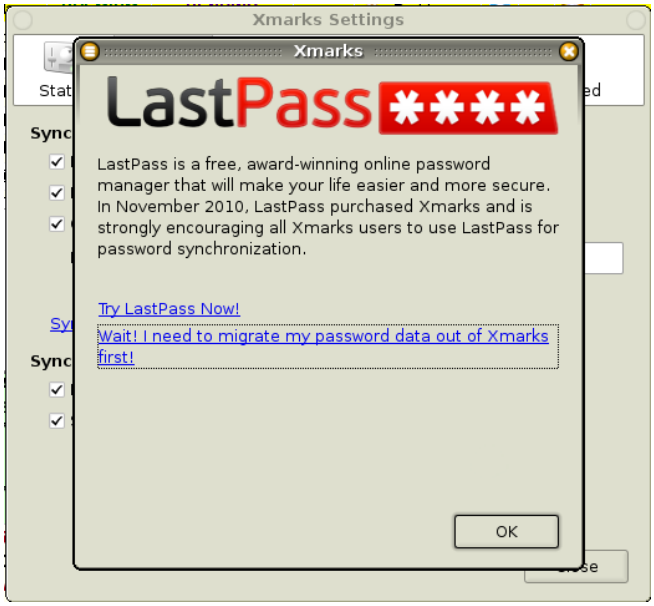


2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link

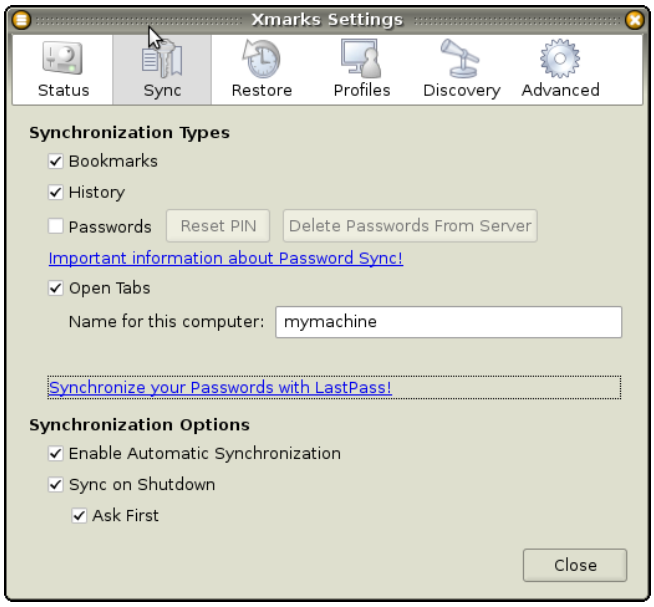




3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

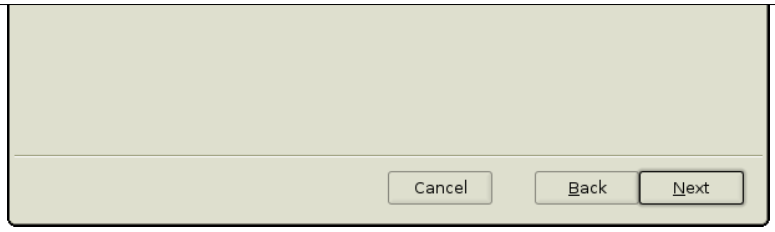

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.

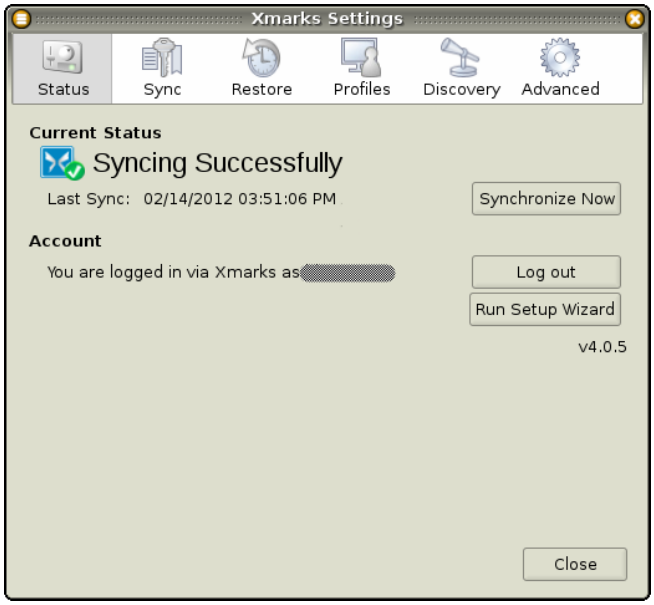
Create PIN
Secure Password Sync: PIN Required
To sync your saved passwords with this computer, please enter your PIN.
PIN:
Remember this PIN between sessions.
I Forgot My PIN



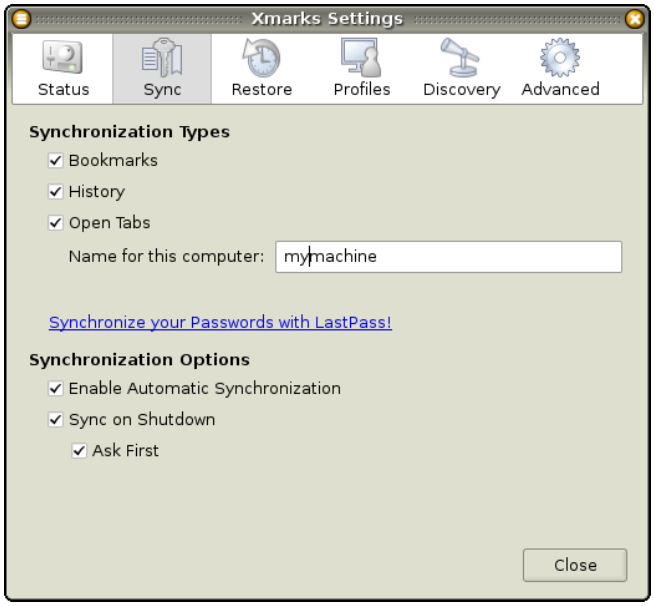
[/accordion-item]
[accordion-item title="Restore Xmarks Passwords" id="h4"]

Xmarks users may notice that the password feature has been discontinued with new versions of the Xmarks plugins. For Xmarks users who had previously used this feature, you can re-enable password sync to access all of your passwords stored in Xmarks and then import them to LastPass.

1. Click the Xmarks Icon.
2. Xmarks Settings will appear.

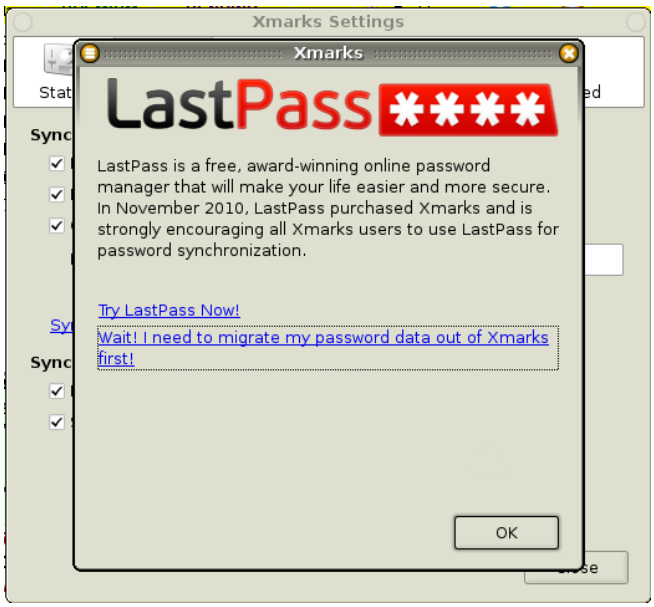


3. Select the Sync Tab.

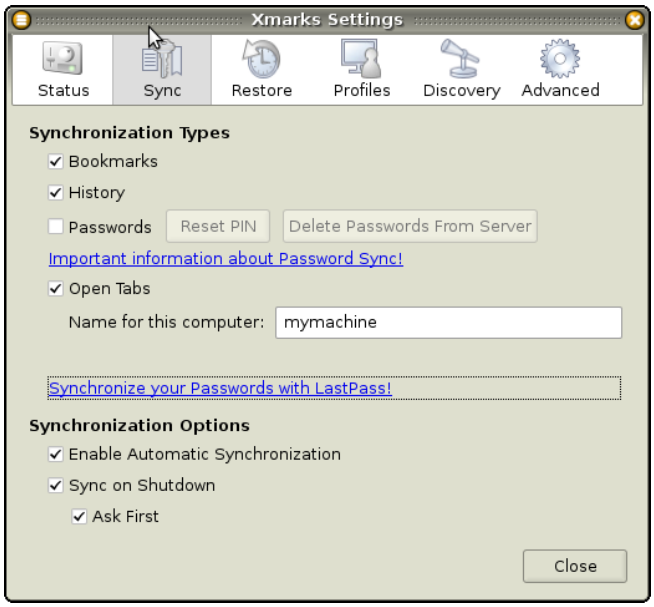


4. Click "Synchronize your passwords with LastPass".

5. Click "Wait! I need to migrate my data out of Xmarks first".


Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Recover/Reset

PIN

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Recover Your PIN" id="h0"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

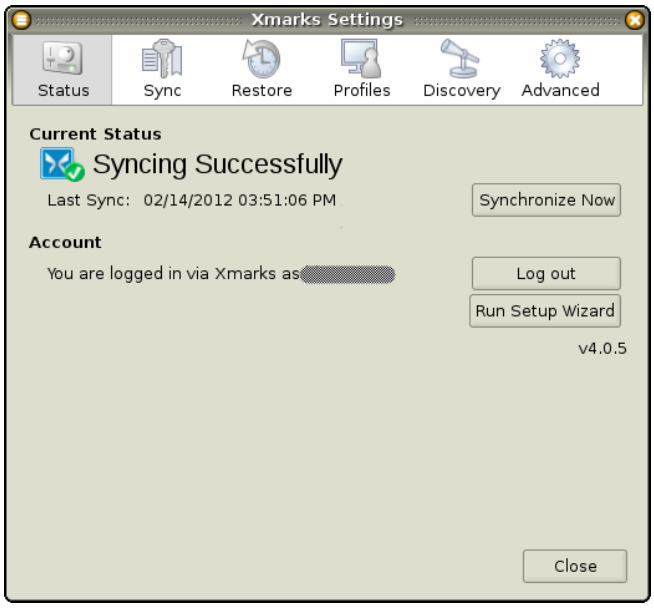
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

Note that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

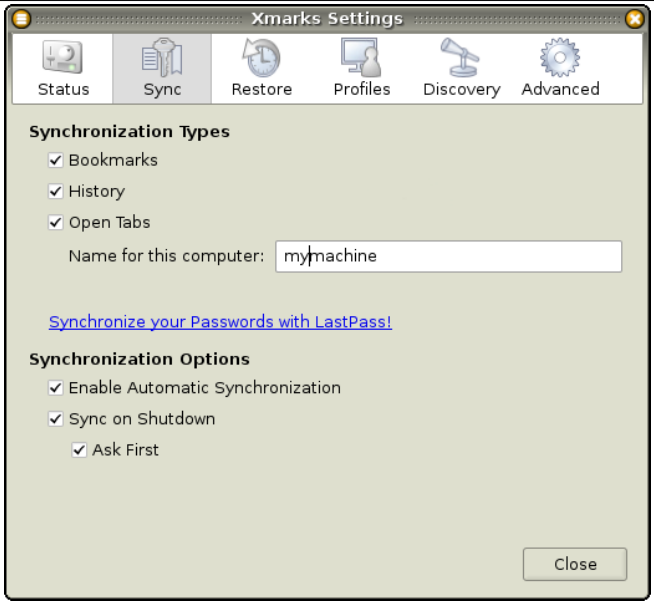
[/accordion-item]

[accordion-item title="Reset Your PIN" id="h1"]

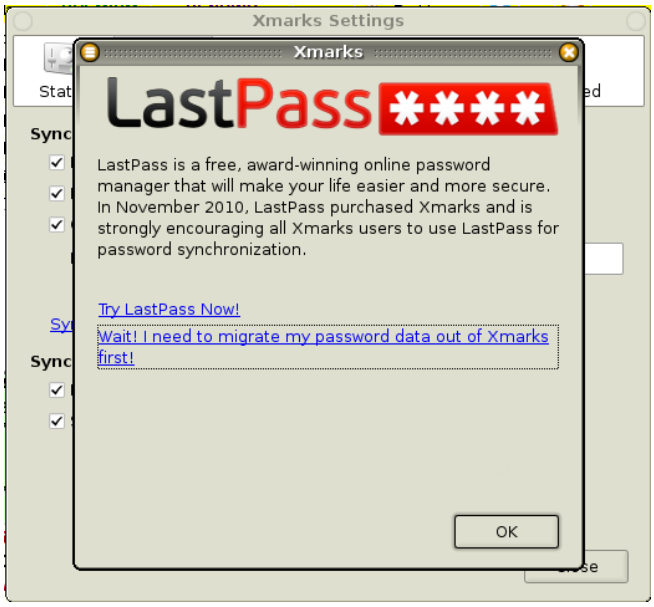
1. Open your Xmarks Settings from your Xmarks icon



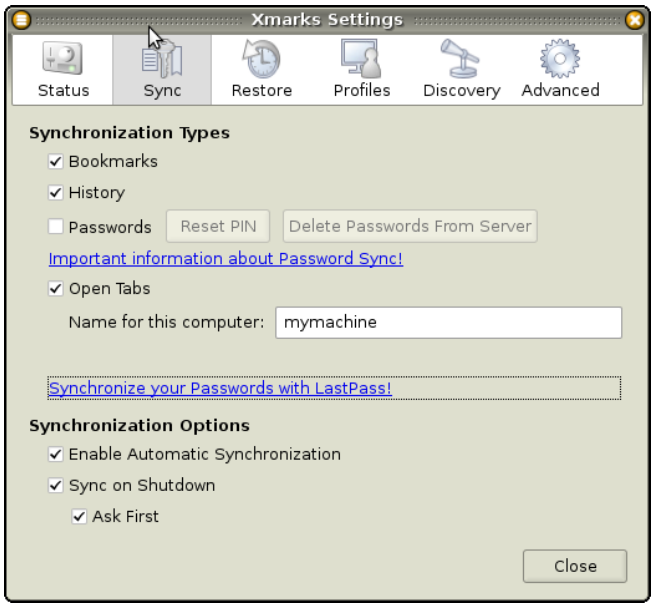
2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



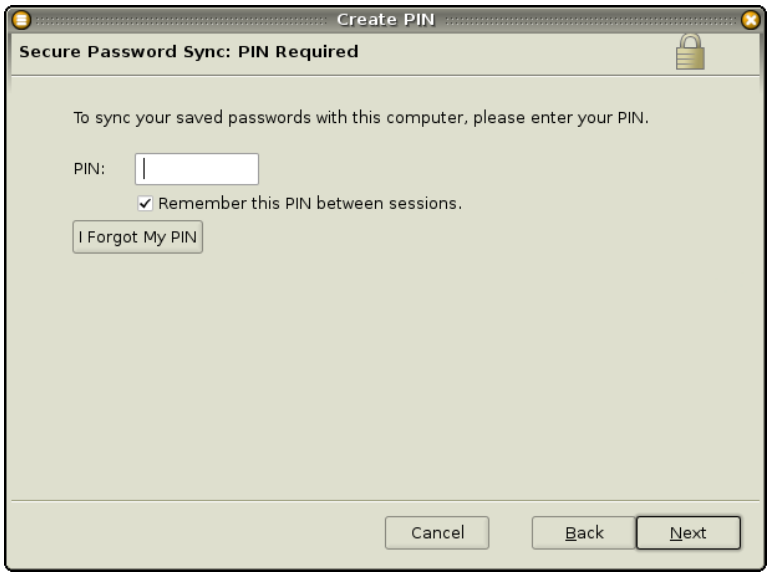
3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"


Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.



[/accordion-item]
[/accordion]

Disabling a Proxy Server

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Disabling a Proxy Server" id="h0"]

Xmarks does not work for most proxy servers. You will need to edit your Firefox network settings to disable the proxy altogether, or you can disable the proxy for just Xmarks.

For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)
2. Click, "Options".
3. Select the "Advanced" tab.
4. Select the "Network" tab.
5. Under "Connection", click "Settings".
6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.
7. Click "OK" to save.

[/accordion-item]
[/accordion]

Password Manager

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Xmarks Password Manager" id="h0"]

The Xmarks Password Sync feature is being phased out.

We are strongly encouraging all users to migrate to **LastPass** for this feature. We understand the inconvenience and are working to make the transition as smooth as possible by providing multiple export and import options for your passwords.

LastPass is more secure, has many more **features** and is supported on a greater number of browsers and devices. Click **here** for the full list of supported browsers and devices.

[/accordion-item]
[accordion-item title= "Installing LastPass" id="h1"]

[tabbed_section]
[tab title="Firefox"]

Install the LastPass Firefox add-on. During the initial setup wizard, you will be asked to import your data from Firefox. Do so and all of your Xmarks passwords will be automatically imported into LastPass.

If you already have a LastPass account, login, go to your LastPass Icon > Tools > Import From > Follow the steps for Firefox Password Manager.

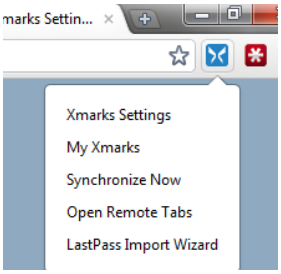
[/tab]
[tab title="Chrome"]

If you're not a registered user of LastPass, you'll be able to create your account through the install wizard.

Please make sure you are using Xmarks for Chrome v1.0.4 or greater.

Also make sure that password sync is enabled. (Xmarks Icon > Xmarks Settings > "Sync" Tab > "Passwords" option is checked)

You should now see "LastPass Import Wizard" as an option at the bottom of your Xmarks Icon menu.



Click "LastPass Import Wizard" to initiate import of your Xmarks passwords to LastPass.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Recover Your PIN" id="h2"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

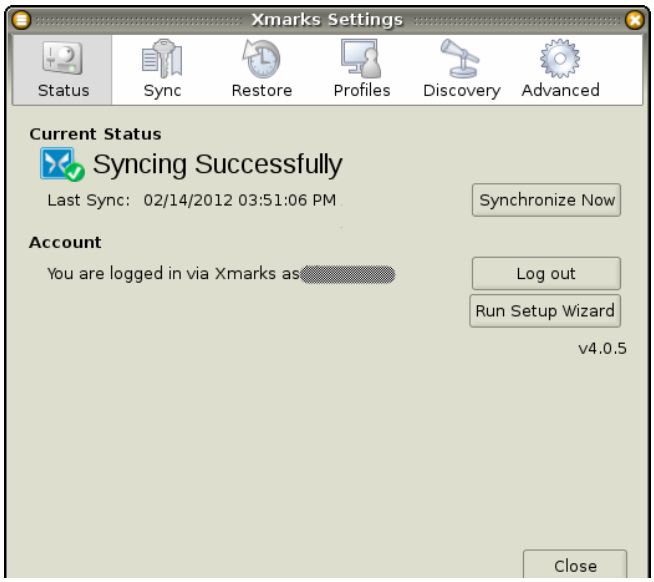
Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

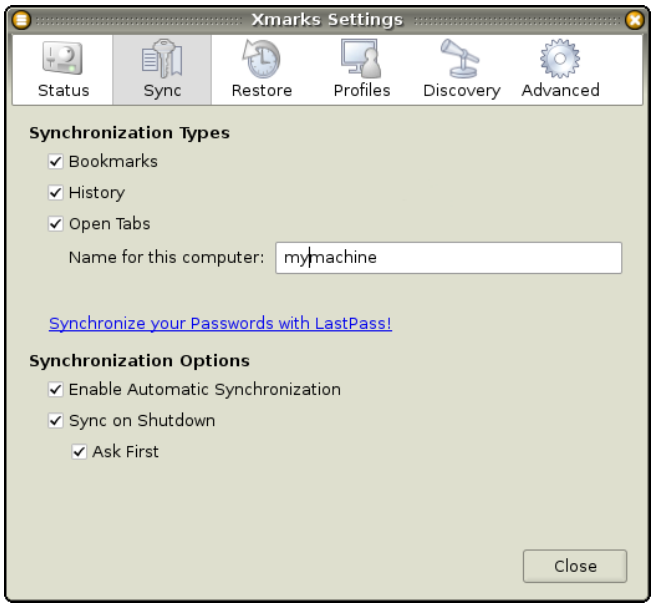
Note: that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

[/accordion-item]
[accordion-item title="Reset Your PIN" id="h3"]

1. Open your Xmarks Settings from your Xmarks icon



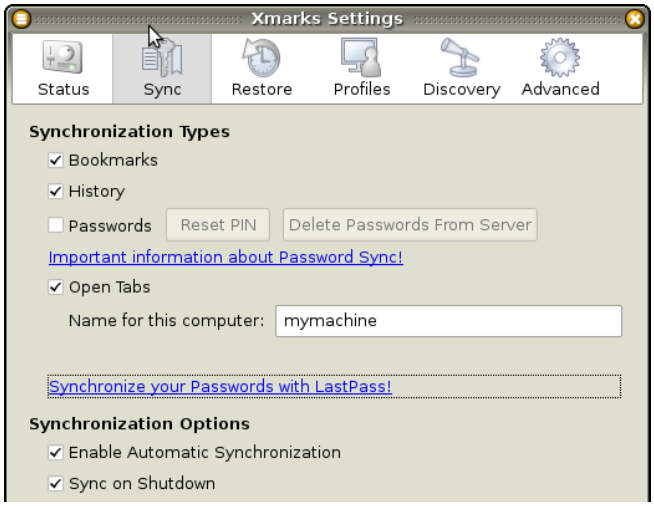
2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link

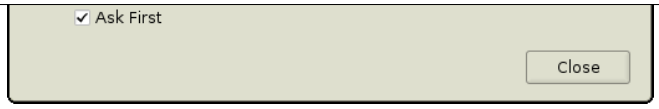


3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

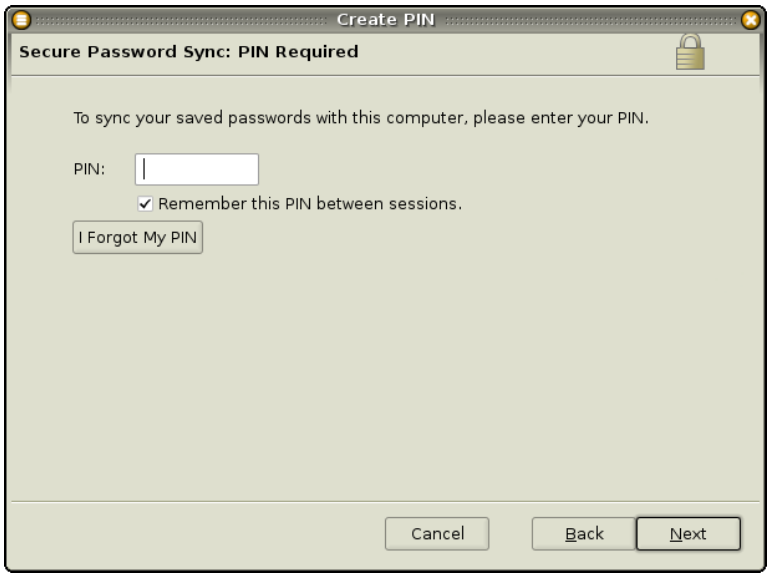
Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"





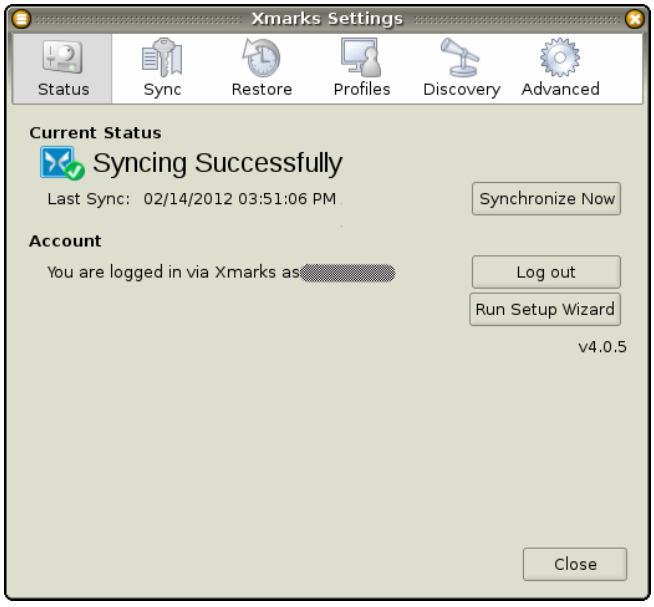
5. Enter your new PIN.



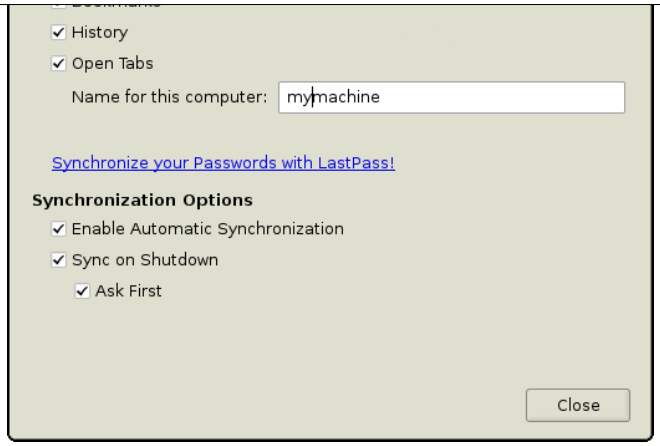
[/accordion-item]
[accordion-item title="Restore Xmarks Passwords" id="h4"]

Xmarks users may notice that the password feature has been discontinued with new versions of the Xmarks plugins. For Xmarks users who had previously used this feature, you can re-enable password sync to access all of your passwords stored in Xmarks and then import them to LastPass.

1. Click the Xmarks Icon.
2. Xmarks Settings will appear.



3. Select the Sync Tab.

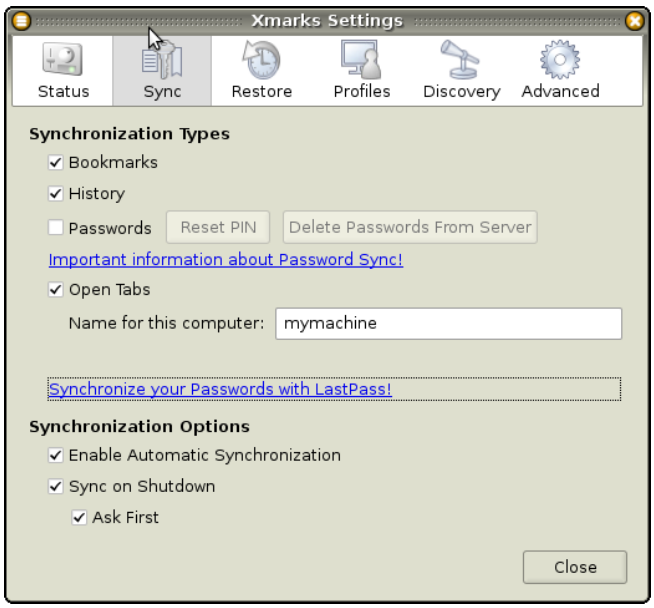


4. Click "Synchronize your passwords with LastPass".

5. Click "Wait! I need to migrate my data out of Xmarks first".

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

Your Sync tab should now include a password option.



6. For instructions on how to import your Xmarks password to LastPass, please see the "Installing LastPass" tab.

[/accordion-item]
[accordion-item title= "Restore your

passwords from previous syncs:" id="h5"]

1. Go to my.xmarks.com
2. Select, "Tools".
3. Click, "Restore Old Passwords".
4. Select a backup date and time.
5. Click "View" to display that password list.
6. Enter your PIN and click "OK".

[/accordion-item]
[/accordion]

Disabling a Proxy Server

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Disabling a Proxy Server" id="h0"]

Xmarks does not work for most proxy servers. You will need to edit your Firefox network settings to disable the proxy altogether, or you can disable the proxy for just Xmarks.

For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)
2. Click, "Options".
3. Select the "Advanced" tab.
4. Select the "Network" tab.
5. Under "Connection", click "Settings".
6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.
7. Click "OK" to save.

[/accordion-item]
[/accordion]

Recover/Reset PIN

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Recover Your PIN" id="h0"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing

passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
2. Click on the "Security" tab.
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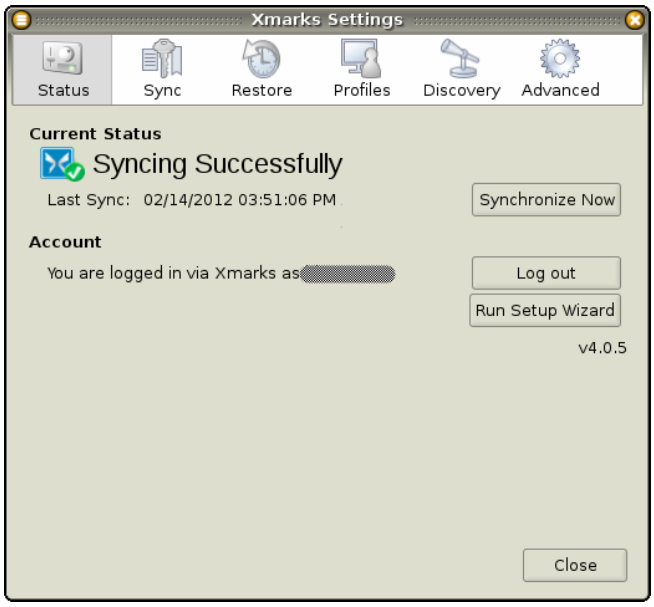
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

Note that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

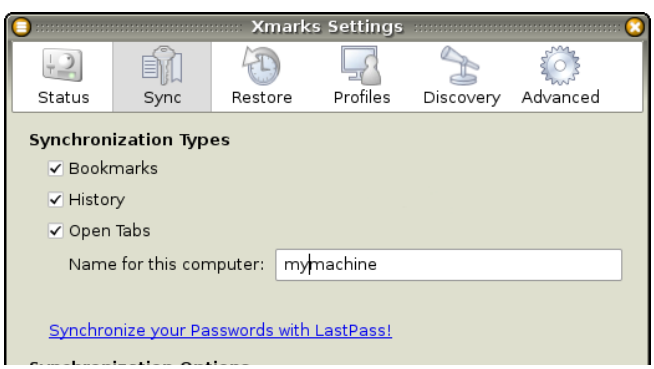
[/accordion-item]

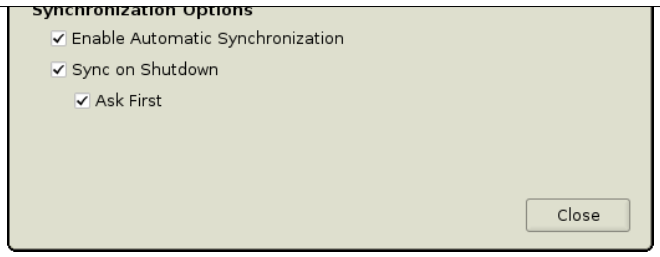
[accordion-item title="Reset Your PIN" id="h1"]

1. Open your Xmarks Settings from your Xmarks icon



2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link

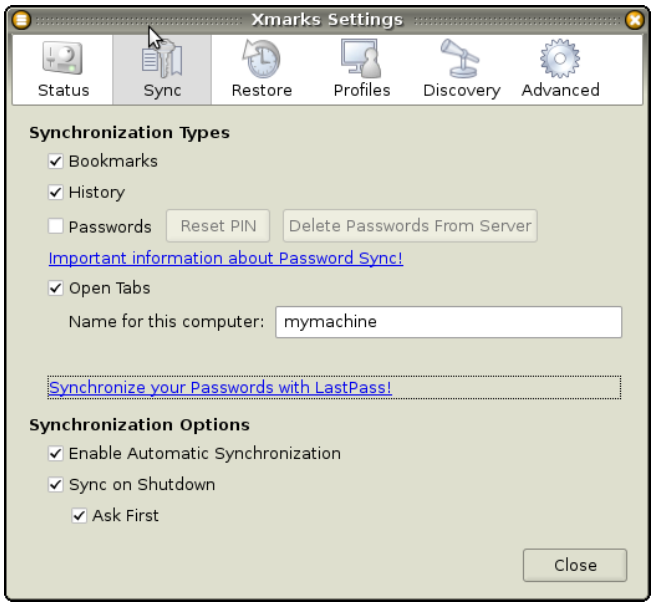




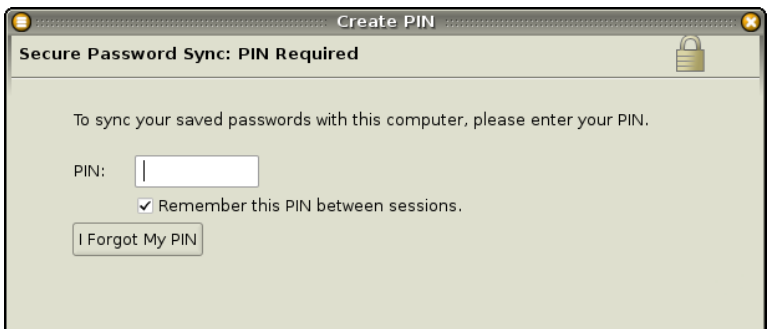
3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

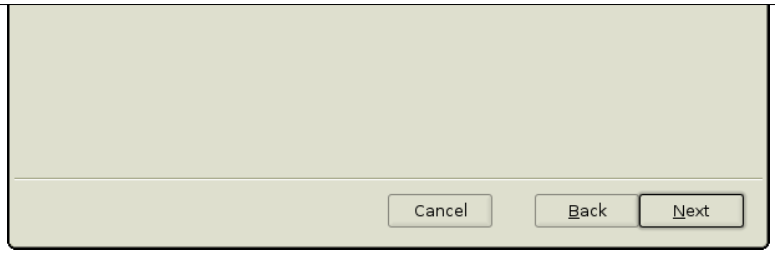
Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!
OK

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.


Create PIN
Secure Password Sync: PIN Required
To sync your saved passwords with this computer, please enter your PIN.
PIN:
Remember this PIN between sessions.
I Forgot My PIN



[/accordion-item]
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Recover/Reset PIN

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Recover Your PIN" id="h0"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

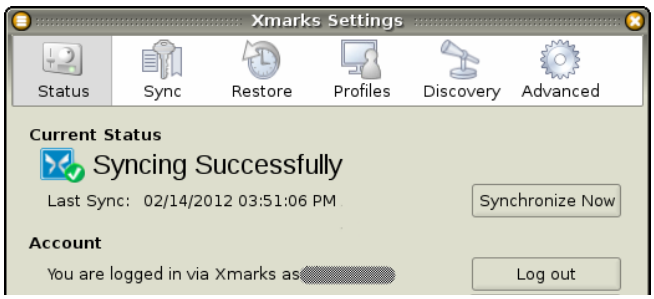
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

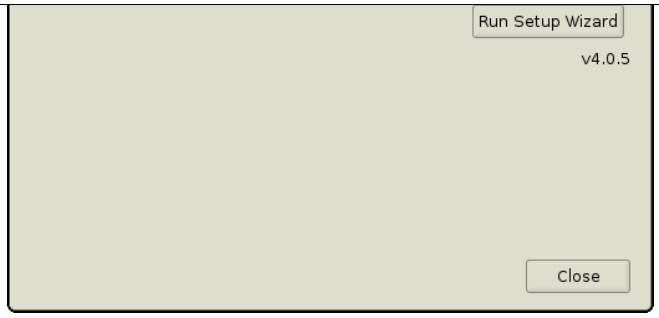
Note that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

[/accordion-item]

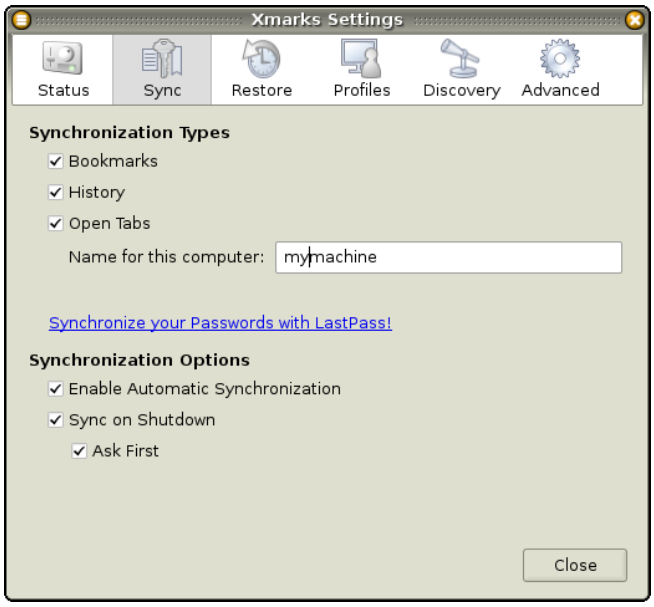
[accordion-item title="Reset Your PIN" id="h1"]

1. Open your Xmarks Settings from your Xmarks icon





2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



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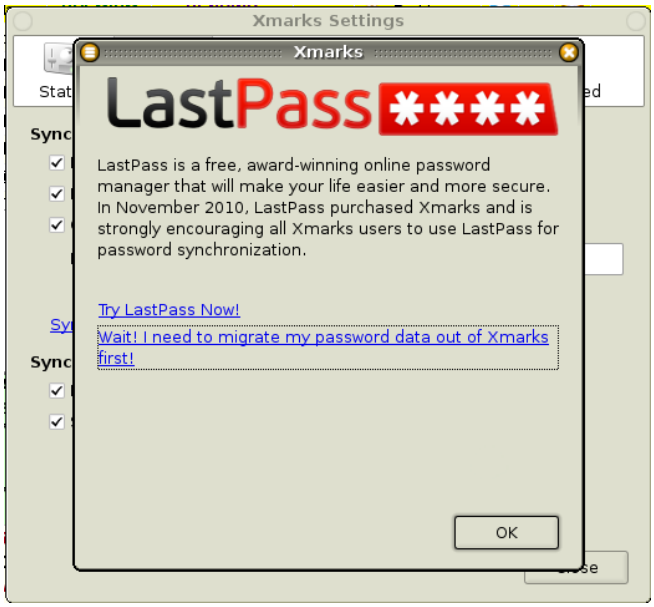
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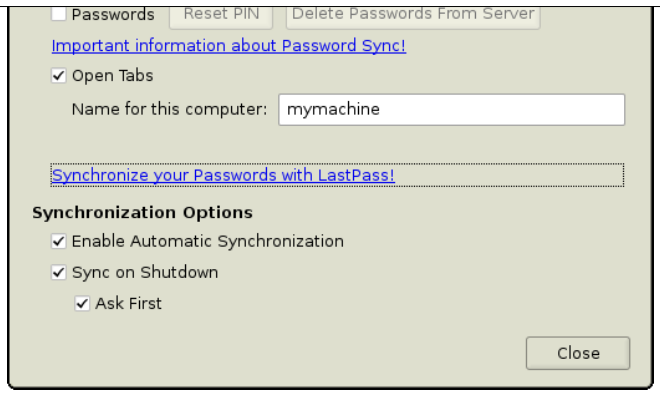

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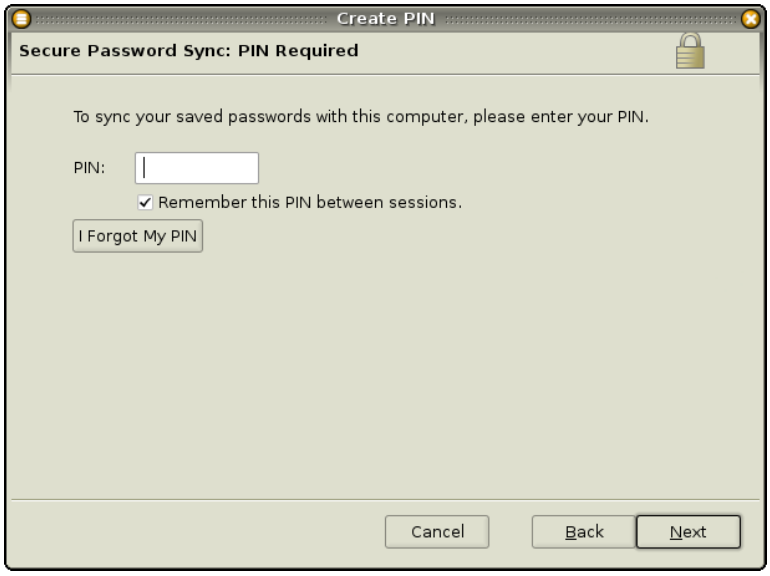

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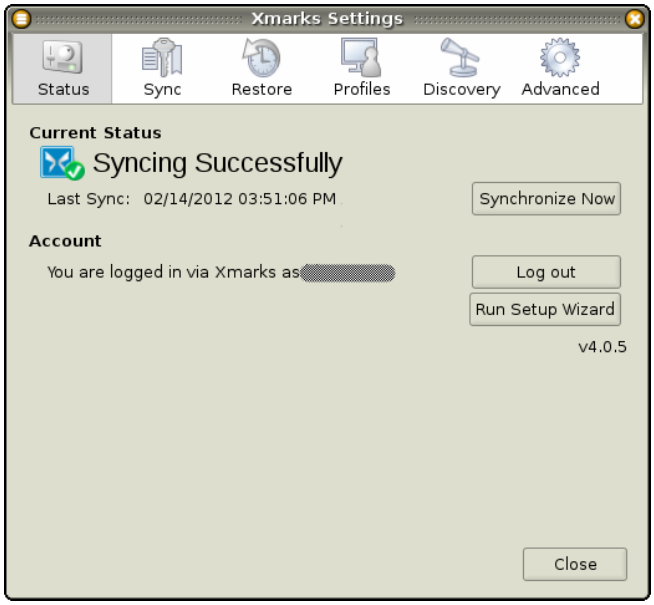

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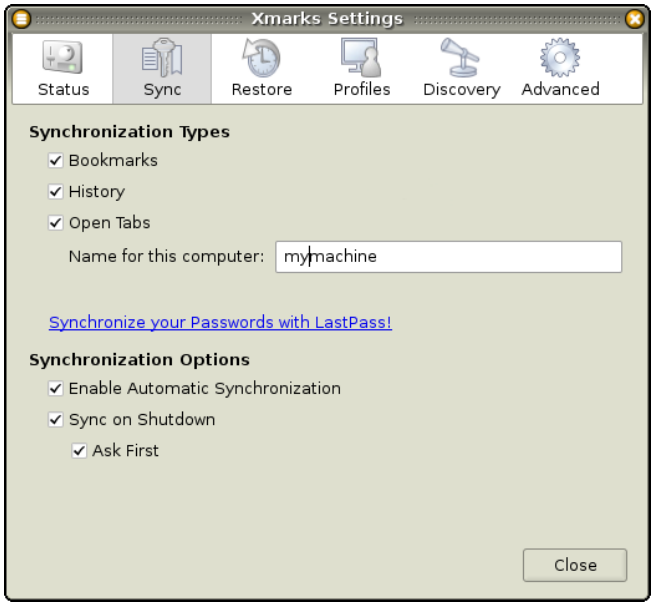

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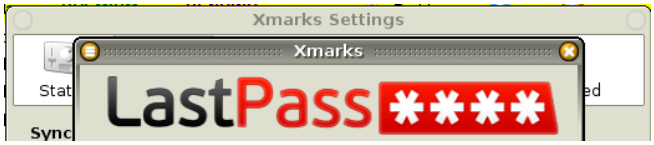

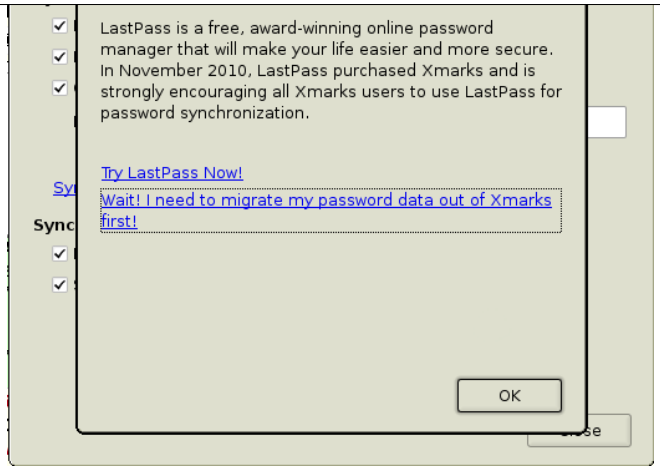
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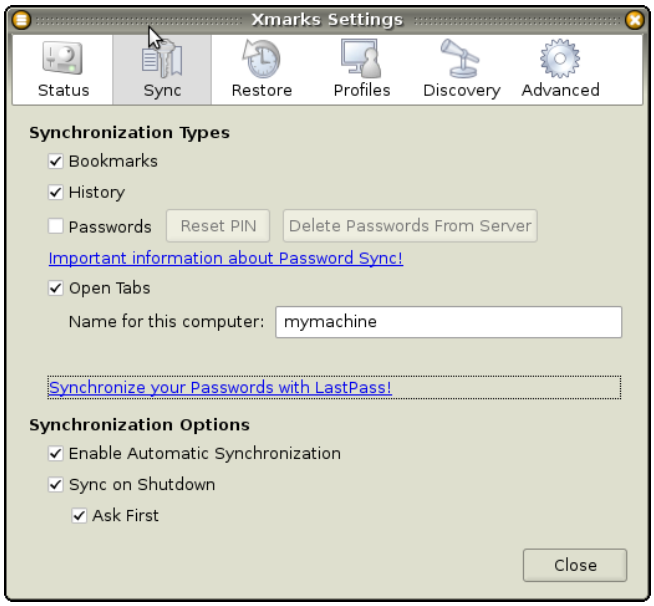

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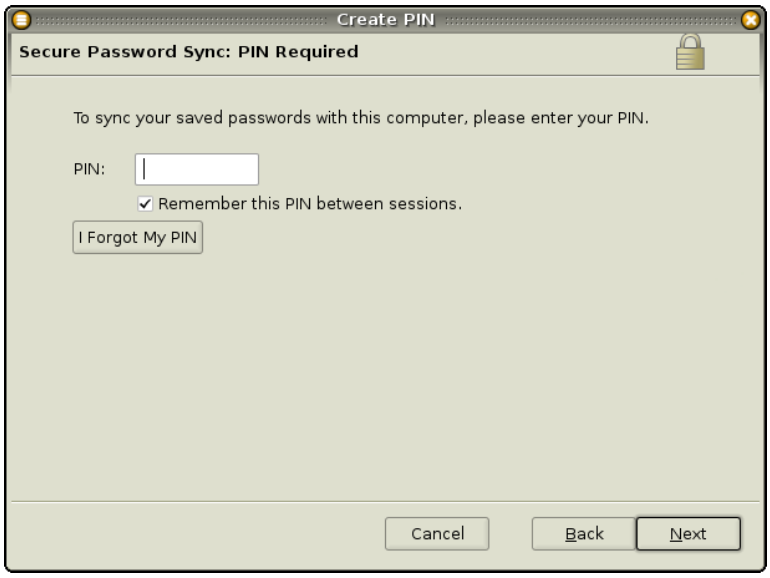

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[/accordion]

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[/accordion-item]

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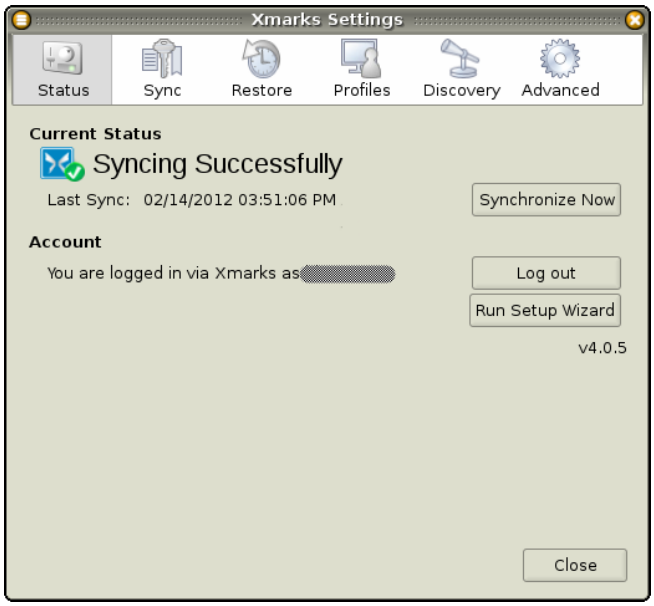

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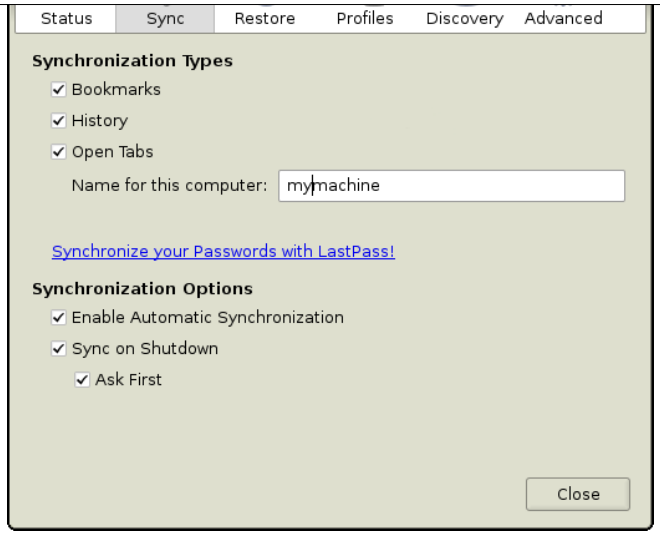

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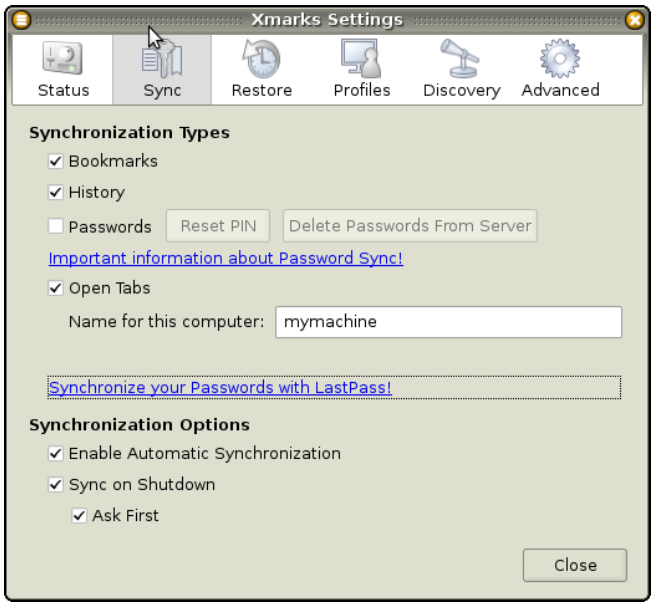
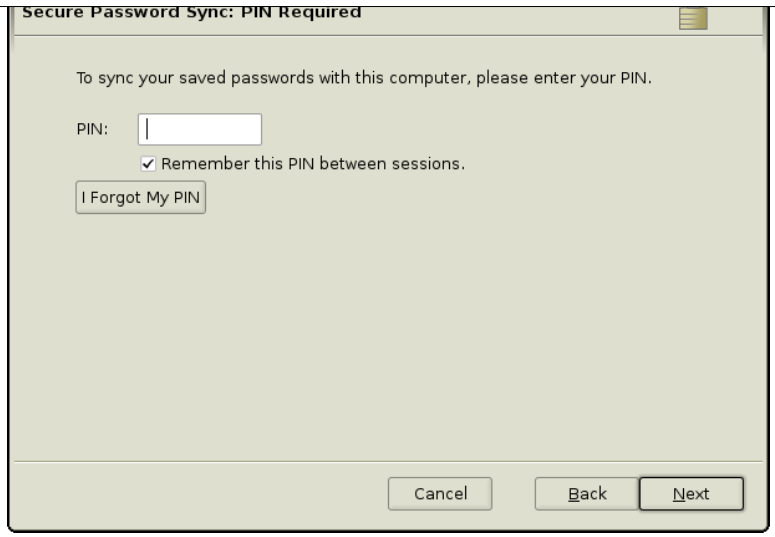


5. Enter your new PIN.



[/accordion-item]
[/accordion]

Internet Explorer Troubleshooting

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Internet Explorer Troubleshooting" id="h0"]

If you've made it to this error page, you probably encountered an error while trying to synchronize with Xmarks for IE. The error most likely looked something like:

We've put together this page to help you fix the error and get you back to happy synchronization!

[/accordion-item]
[accordion-item title="Error source" id="h1"]

The first thing to look at is the error's`source`, listed in brackets just after`XmarksException`. The source tells us what kind of error happened and can be one of the following.

[tabbed_section]
[tab title="Windows"]

This is the most common type of error and happens when Xmarks for IE runs into problems while interacting with with your IE Favorites. This can happen for a variety of reasons, but usually happens if other applications are interacting with your Favorites at the same time as Xmarks. The error's`id`(listed just after the`source`) will tell you exactly what caused the error. That`id` matches up to a Windows error number, which you can find**here**. Additionally, the error's message should include a path to the file that is causing problems. Some common errors are:

- **Error 2 (file not found)**: Something happened to a file while we were

trying to manipulate it. Usually attempting to sync again will fix this problem

- **Error 5 (access denied)**: Xmarks doesn't have permission to write to the specified file. This usually means that the file has read only access. You can work around this problem by (a) deleting the Favorite in IE if you don't care about it or (b) going to the file in Windows Explorer, view the Properties, and uncheck "Read Only" attributes.
- **Error 32 (sharing violation)**: Another program is attempting to access your Favorites as well. Do you have any other Favorite synchronization programs running? They may conflict with Xmarks. If you do, try disabling the other application and synchronizing again. (And let us know if that fixes the problem, we'd love to hear of any conflicting applications!) Another common issue is that Windows' indexing service causes conflicts. You can disable indexing on your Favorites folder by right-clicking on the folder in Windows Explorer, selecting Properties, then clicking the Advanced button. Disable the checkbox that says "Index this folder for faster searching" and try synchronizing again.

There are also a few generic things you can try. First, restarting your machine might help. Occasionally files get stuck in a complicated state and Xmarks doesn't know what to do about it. Restarting your machine will reset everything for you. If that doesn't fix things, you may have to delete the problem file manually. You can do this by navigating to the path specified in the error message. After removing the file, you can do a manual download (from the advanced Xmarks dialog) to get your local Favorites back in sync with what we have stored on the server.

[/tab]

[tab title="Windows_shell and Windows_auth"]

Windows shell and authentication errors are Windows error that don't use the standard error id format. These are both uncommon error states. The best way to get started is to note the the error ID and error message, then visit our support forums.

[/tab]

[tab title="Network"]

Network errors are usually caused when Xmarks for IE can't connect to the internet. This means either (a) you've lost your network connection or you have some firewall installed that's prevent Xmarks from sending requests to our servers. The first steps you can take to solve this problem are to first verify that your internet connection works. Additionally, if you have a firewall, make sure it allows Xmarks to send information.

If you're having network issues while attempting to sign in, you can try

turning off encryption (from the advanced Xmarks dialog).

[/tab]

[tab title="Internal"]

Internal errors occur when Xmarks runs into an unexpected problem. If this is happening during a synchronization it may mean that Xmarks has gotten a bit confused. The easiest way to attempt to set things straight is to go to the Advanced settings and do a Download. (Note: this will replace your current Favorites with what you have saved on our servers!) If that doesn't clear things up the best place to get started is in the support forums.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Authentication Issues" id="h3"]

If you're using Home or Starter versions of Windows*, Xmarks may not be able to save your user name and password data. This means that every time you restart Windows you'll need to reenter your Xmarks user information. We are working on a permanent solution, but in the mean time there is a very technical work around available:

- Open `regedit` and navigate to `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run`
- You should see a key named `Xmarks` in that location
- Edit the `Xmarks` key's value, adding `-u [your user name] -p [your password]` after the `-q` flag
- Restart Windows and you should now be automatically authenticated with Xmarks.

** Versions affected: Windows Vista Home Basic, Windows Vista Home Premium, Windows Vista Starter, and Windows XP Home Edition*

[/accordion-item]
[accordion-item title="Support forums" id="h3"]

Sadly, this page won't solve every problem. Fortunately, you can get additional support on our official **support forums**! Take a look to see if anyone else has asked the same question. If not, start a new thread and someone from Xmarks should get back to you shortly. Make sure to include the error's source, id, and message to ensure we can help as best as possible.

[/accordion-item]
[/accordion]

Disable Chrome Bookmark Sync

[accordion openfirst=true clicktoclose=false scroll="true"]
[accordion-item title="Disable Chrome Bookmark Sync" id="h0"]

Google Chrome Bookmark Sync is known to break Xmarks. For this reason, we strongly recommend disabling Chrome sync.

To disable Google Chrome Sync completely, be sure to follow these steps on **each**computer where you've enabled the sync feature. Note that your data won't be deleted from your computer but any changes made will no longer be saved to your Google Account, instead it will be saved within Xmarks.

1. Open Google Chrome.
2. Click on the options menu, located in the top-right corner in the browser toolbar.
3. Select "Settings".
4. Under "Sign in":
   - If you see a "Sign in to Chrome" button Chrome Sync is already disabled.
   - Select "Disconnect your Google Account" to disable Chrome Sync completely. Click "Disconnect account" in the pop-up window to confirm and close.

To disable Google Chrome Bookmark Sync (just bookmark sync), be sure to follow these steps on **each** computer where you've enable the sync feature.

1. Click on the options menu, located in the top-right corner in the browser toolbar.
2. Select, "Settings".
3. Under "Sign in", select "Advanced Sync Settings..."
4. In the "Advanced sync preferences" pop-up window, select the drop down menu and select "Choose what to sync".
5. Uncheck "Bookmarks".
6. Select "OK" to save and close.

[/accordion-item]
[/accordion]

Recover/Reset PIN

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If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

1. Open up the Firefox Settings.
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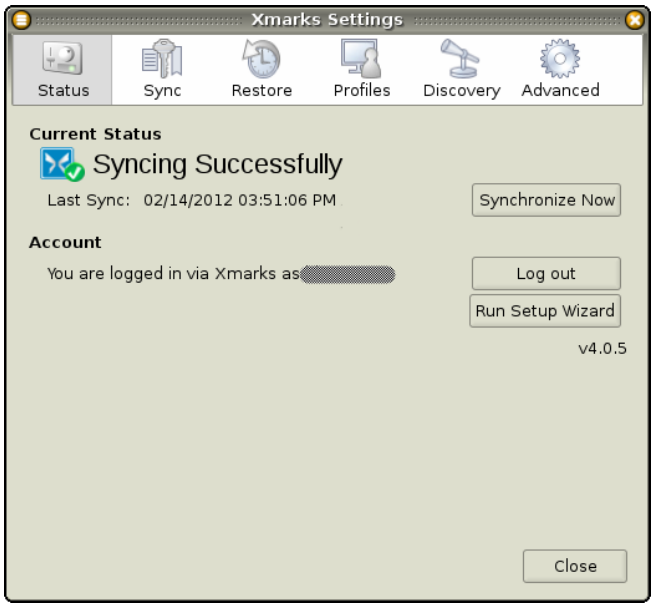

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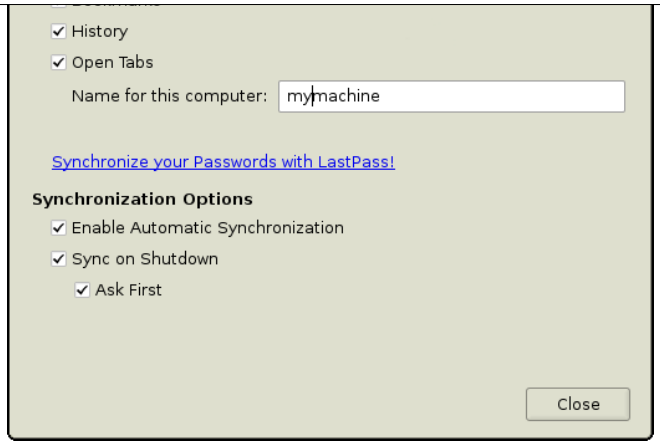

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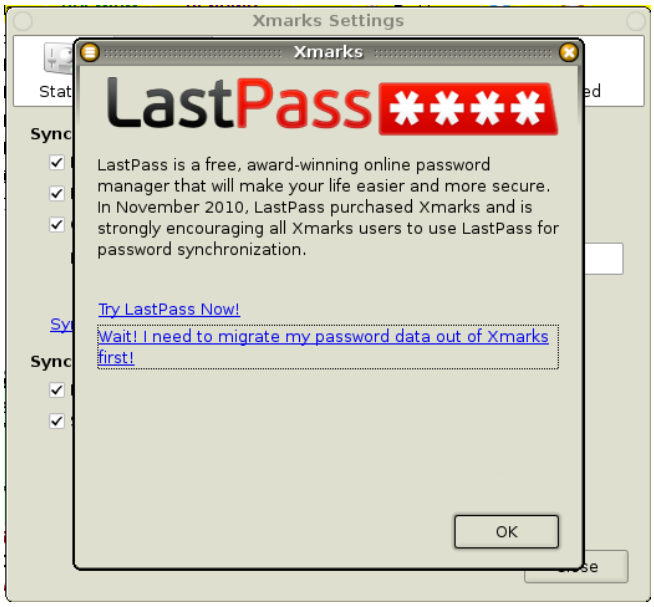
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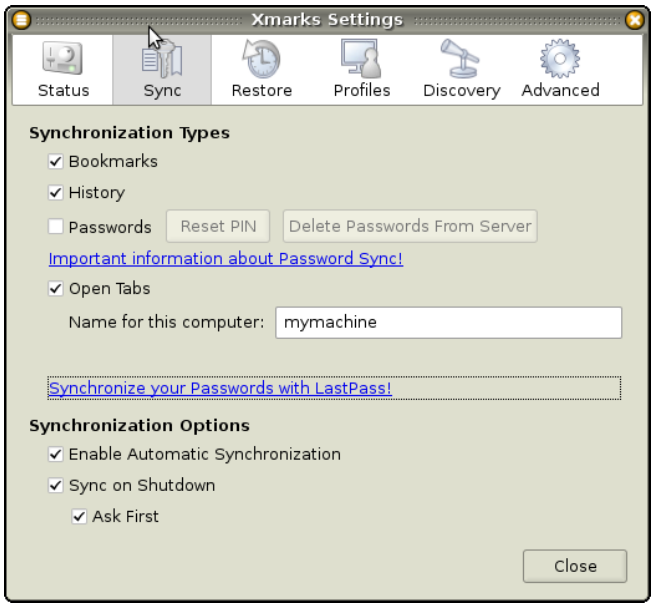

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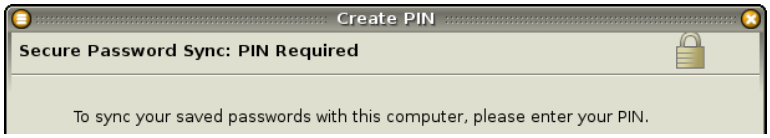

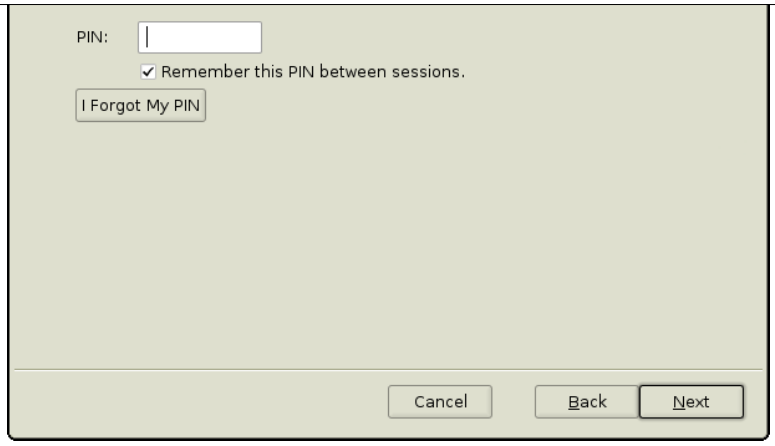

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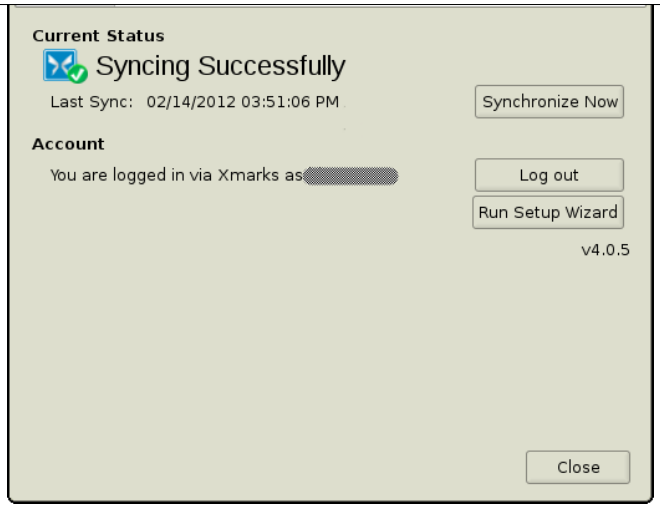

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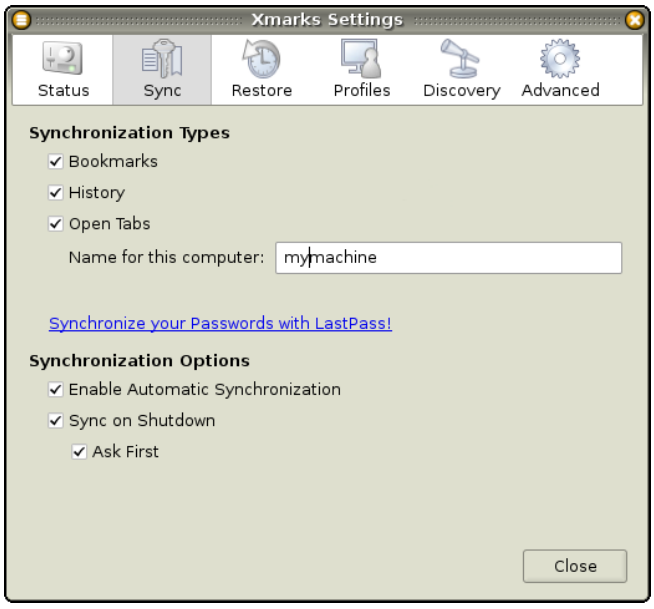

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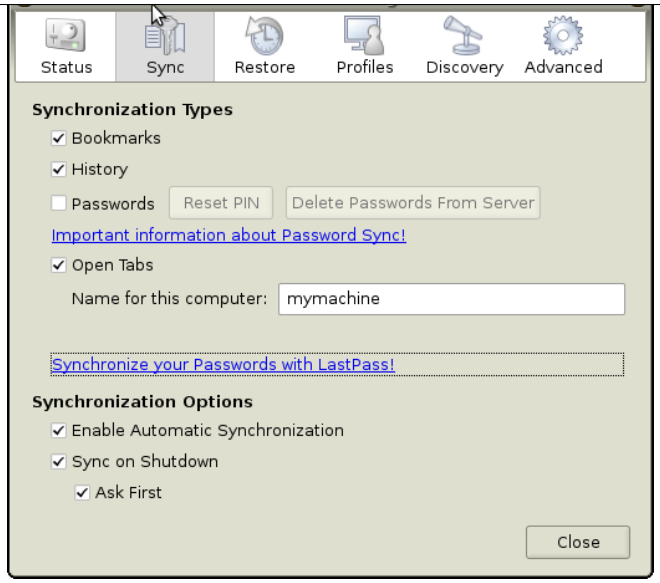

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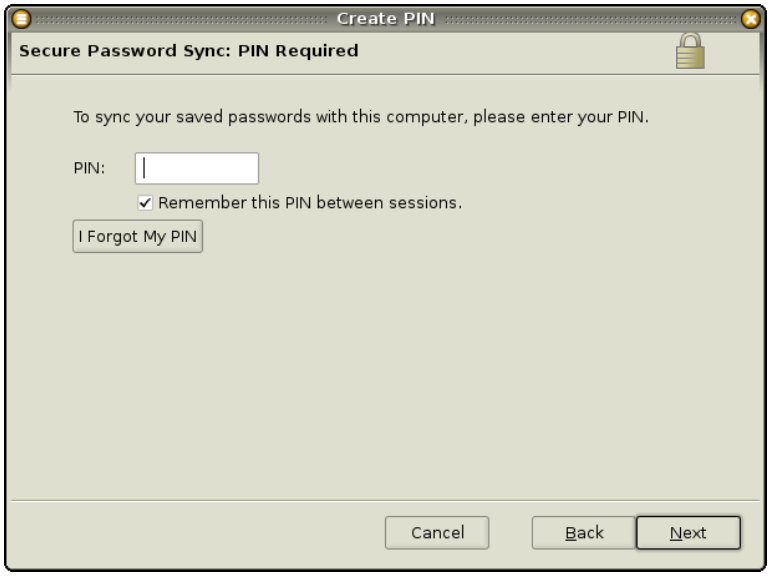

[/accordion-item]
[/accordion]

Disabling a Proxy Server

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Disabling a Proxy Server" id="h0"]

Xmarks does not work for most proxy servers. You will need to edit your Firefox network settings to disable the proxy altogether, or you can disable the proxy for just Xmarks.

For Firefox

1. In Firefox, click the hamburger icon to open the Settings menu. (Located in the top right corner)
2. Click, "Options".
3. Select the "Advanced" tab.
4. Select the "Network" tab.
5. Under "Connection", click

"Settings".

6. Select "No Proxy". If you must use a proxy, select "Manual Proxy Configuration" and make sure that all settings are entered properly for your proxy. Add "sync.xmarks.com" to the existing text in the "No proxy for: " field. The default values of localhost, 127.0.0.1 should be left on the list as well.

7. Click "OK" to save.

[/accordion-item]
[/accordion]

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Recover/Reset PIN

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Recover Your PIN" id="h0"]

If you've forgotten your Password Synchronization PIN, you may be able to recover it from a computer with which you are already synchronizing passwords. For example, if your home computer is correctly synchronizing passwords, you can retrieve your PIN from that computer.

Here are the steps you will need to follow to retrieve your PIN from a computer that's successfully synchronizing passwords:

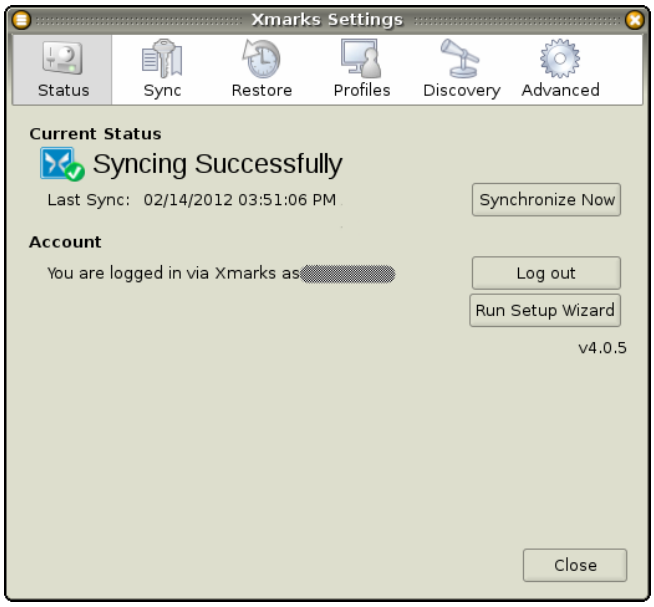
1. Open up the Firefox Settings.
2. Click on the "Security" tab.
3. Click on "Saved Passwords". A window showing all your saved passwords will appear.
4. In the "Saved Passwords" window, type "PIN" into the search box. You should see an entry called"sync.foxmarks.com" (Foxmarks Sync PIN).
5. Click on "Show Passwords" to view the PIN.

Note that this will only work if you had selected "Remember this PIN between sessions" when setting up Password Synchronization.

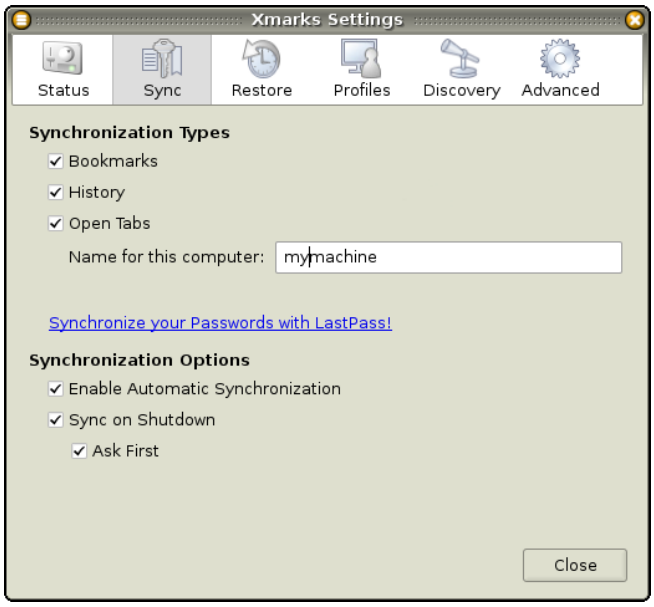
[/accordion-item]

[accordion-item title="Reset Your PIN"
id="h1"]

1. Open your Xmarks Settings from your Xmarks icon



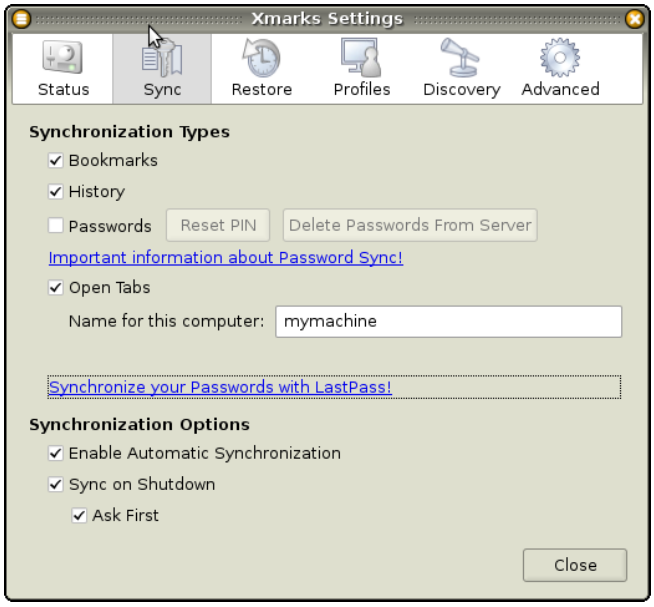
2. Select the Sync tab and click the "Synchronize your Passwords with LastPass" link



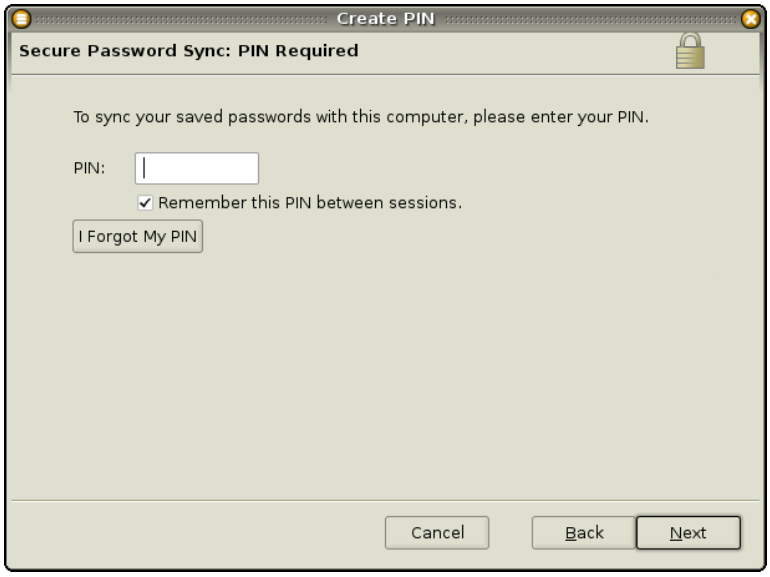
3. This LastPass message will appear, select "Wait! I need to migrate my password data out of Xmarks first!"

Xmarks Settings
Xmarks
LastPass ****
LastPass is a free, award-winning online password manager that will make your life easier and more secure. In November 2010, LastPass purchased Xmarks and is strongly encouraging all Xmarks users to use LastPass for password synchronization.
Try LastPass Now!
Wait! I need to migrate my password data out of Xmarks first!

4. Your Xmarks Settings should now display a password option. Check Passwords and select "Reset PIN"



5. Enter your new PIN.



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Forgotten Password

[accordion openfirst=true clicktoclose=false scroll="true"]
[accordion-item title="Forgotten Password" id="h0"]

If you have forgotten your password, follow this **link** to send yourself a temporary link to login.

Or follow these steps:

1. Go to the Xmarks Home Page.
2. Click "Login".
3. Select "Forgot Your Password".
4. Enter your Xmarks email into the text field.
5. Click "Send Login Link".
6. Check your email.

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- You should see a key named `Xmarks` in that location
- Edit the `Xmarks` key's value, adding `-u [your user name] -p [your password]` after the `-q` flag
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Internet Explorer Troubleshooting

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- Open `regedit` and navigate to `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run`
- You should see a key named `Xmarks` in that location
- Edit the `Xmarks` key's value, adding `-u [your user name] -p [your password]` after the `-q` flag
- Restart Windows and you should now be automatically authenticated with Xmarks.

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Disable Chrome Bookmark Sync

[accordion openfirst=true clicktoclose=false scroll="true"]
[accordion-item title="Disable Chrome Bookmark Sync" id="h0"]

Google Chrome Bookmark Sync is known to break Xmarks. For this reason, we strongly recommend disabling Chrome sync.

To disable Google Chrome Sync completely, be sure to follow these steps on **each**computer where you've enabled the sync feature. Note that your data won't be deleted from your computer but any changes made will no longer be saved to your Google Account, instead it will be saved within Xmarks.

1. Open Google Chrome.
2. Click on the options menu, located in the top-right corner in the browser toolbar.
3. Select "Settings".
4. Under "Sign in":
    - If you see a "Sign in to Chrome" button Chrome Sync is already disabled.
    - Select "Disconnect your Google Account" to disable Chrome Sync completely. Click

"Disconnect account" in the pop-up window to confirm and close.

To disable Google Chrome Bookmark Sync (just bookmark sync), be sure to follow these steps on **each** computer where you've enable the sync feature.

1. Click on the options menu, located in the top-right corner in the browser toolbar.
2. Select, "Settings".
3. Under "Sign in", select "Advanced Sync Settings..."
4. In the "Advanced sync preferences" pop-up window, select the drop down menu and select "Choose what to sync".
5. Uncheck "Bookmarks".
6. Select "OK" to save and close.

[/accordion-item]
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[accordion-item title="Disable Chrome Bookmark Sync" id="h0"]

Google Chrome Bookmark Sync is known to break Xmarks. For this reason, we strongly recommend disabling Chrome sync.

To disable Google Chrome Sync completely, be sure to follow these steps on **each** computer where you've enabled the sync feature. Note that your data won't be deleted from your computer but any changes made will no longer be saved to your Google Account, instead it will be saved within Xmarks.

1. Open Google Chrome.
2. Click on the options menu, located in the top-right corner in the browser toolbar.
3. Select "Settings".
4. Under "Sign in":
    - If you see a "Sign in to Chrome" button Chrome Sync is already disabled.
    - Select "Disconnect your Google Account" to disable Chrome Sync completely. Click "Disconnect account" in the pop-up window to confirm and close.

To disable Google Chrome Bookmark Sync (just bookmark sync), be sure to follow these steps on **each** computer where you've enable the sync feature.

1. Click on the options menu, located in the top-right corner in the browser toolbar.
2. Select, "Settings".
3. Under "Sign in", select "Advanced Sync Settings..."
4. In the "Advanced sync preferences" pop-up window, select the drop down menu and select "Choose what to sync".
5. Uncheck "Bookmarks".
6. Select "OK" to save and close.

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Chrome Troubleshooting

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title="Chrome Troubleshooting" id="h0"]

Xmarks for Chrome occasionally runs into an internal error. This is generally caused by an Xmarks upgrade or rare bug that gets Xmarks for Chrome confused. If you're stuck in a situation that is stopping you from syncing, it's usually easiest to go to the advanced Xmarks settings and manually start a download. This will completely remove your local bookmark information and replace it with the bookmarks you have saved on our servers. This should get Xmarks for Chrome synchronizing successfully again (Note: although you will lose any changes made since your last sync. To preserve your bookmarks you can also try an upload instead of a download, although this is not as bulletproof as a download).

If you find yourself doing this more than a couple of times, **please contact us**! This is a one time fix that should get everything working correctly again. If it does not, you may be encountering a new bug that we'd love to fix.

[/accordion-item]
[accordion-item title="Common Errors" id="h1"]

[tabbed_section]
[tab title="Invalid URL"]

Unable to process Xmarks nodebookmark name: Invalid URL

This means that the URL for listed *bookmark name* is invalid in Chrome. Xmarks should catch any invalid URL before attempting to write it to Chrome, but we haven't caught every edge case yet. We'd really appreciate it if you contacted us so we can figure out what case we're missing and fix it in the next release. Additionally, you can work around the issue by following these steps:

- Login to **http://my.xmarks.com**
- Hit the search button at the top and search for the offending *bookmark name*
- Take a look at the URL for that bookmark. It's probably very funny looking.
- Delete the bookmark

Sync should work after that. But please make sure to contact us too so we can actually fix the problematic URL!

[/tab]
[tab title="This request exceeds available quota"]

Unable to process Xmarks node *bookmark name*: This request exceeds available quota

You are most likely running Xmarks sync and Chrome bookmark sync. Yes? The easiest answer is to disable Xmarks auto sync and only synchronize manually between machines. If you're not using Chrome bookmark sync, please feel free to contact us if you're running into this issue.

[/tab]
[tab title="Can't modify the root bookmark folders"]

Unable to process Xmarks node Other Bookmarks: Can't modify the root bookmark folders

This is probably due to an earlier Xmarks bug that accidentally created an extra "Other bookmarks" folder in your account. These steps should fix things:

- Log in to **http://my.xmarks.com**
- Look for a folder named "Other Bookmarks" in your root folder
- Move any bookmarks one at a time from the affected folder into your root folder
- Delete the "Other Bookmarks" folder using my.xmarks.com
- Open Xmarks for Chrome, go to the advanced tab, and manually start a download

[/tab]
[tab title="Didn't find child*id* in parent*id, usually ROOT*"]

Uncaught Error: didn't find child*id* in parent*id, usually ROOT*

This is most likely caused by a recent change of data structures we are using to store your bookmark data in Chrome. The easiest way to fix this is to go to the advanced Xmarks Settings tab and manually start a

download. This will replace your current bookmarks in Chrome with the most recent set you have saved on our servers. You will lose any recent changes you've made to your bookmarks in Chrome (that haven't been synchronized back yet), but it should get sync working correctly again.

That should get everything back up and synchronizing correctly.

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title="Contact Us" id="h3"]

Before contacting Xmarks, take a second to look through your log file. Errors in the log file will help us track down the root issue more quickly.

To access the log file, go to chrome://extensions/ and click the link to inspect the background.html view for Xmarks. (Note: if you don't see the option to inspect anything, you'll need to click the "Developer mode" link in the top right first.) Our log data is printed to the console, which can be toggled using the buttons at the bottom of the inspector. Any Chrome errors will be printed in red.

[/accordion-item]
[/accordion]

Internet Explorer Troubleshooting

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Internet Explorer Troubleshooting" id="h0"]

If you've made it to this error page, you probably encountered an error while trying to synchronize with Xmarks for IE. The error most likely looked something like:

We've put together this page to help you fix the error and get you back to happy synchronization!

[/accordion-item]
[accordion-item title="Error source" id="h1"]

The first thing to look at is the error's `source`, listed in brackets just after `XmarksException`. The source tells us what kind of error happened and can be one of the following.

[tabbed_section]
[tab title="Windows"]

This is the most common type of error and happens when Xmarks for IE runs

into problems while interacting with with your IE Favorites. This can happen for a variety of reasons, but usually happens if other applications are interacting with your Favorites at the same time as Xmarks. The error's `id` (listed just after the `source`) will tell you exactly what caused the error. That `id` matches up to a Windows error number, which you can find **here**. Additionally, the error's message should include a path to the file that is causing problems. Some common errors are:

- **Error 2 (file not found)**: Something happened to a file while we were trying to manipulate it. Usually attempting to sync again will fix this problem
- **Error 5 (access denied)**: Xmarks doesn't have permission to write to the specified file. This usually means that the file has read only access. You can work around this problem by (a) deleting the Favorite in IE if you don't care about it or (b) going to the file in Windows Explorer, view the Properties, and uncheck "Read Only" attributes.
- **Error 32 (sharing violation)**: Another program is attempting to access your Favorites as well. Do you have any other Favorite synchronization programs running? They may conflict with Xmarks. If you do, try disabling the other application and synchronizing again. (And let us know if that fixes the problem, we'd love to hear of any conflicting applications!) Another common issue is that Windows' indexing service causes conflicts. You can disable indexing on your Favorites folder by right-clicking on the folder in Windows Explorer, selecting Properties, then clicking the Advanced button. Disable the checkbox that says "Index this folder for faster searching" and try synchronizing again.

There are also a few generic things you can try. First, restarting your machine might help. Occasionally files get stuck in a complicated state and Xmarks doesn't know what to do about it. Restarting your machine will reset everything for you. If that doesn't fix things, you may have to delete the problem file manually. You can do this by navigating to the path specified in the error message. After removing the file, you can do a manual download (from the advanced Xmarks dialog) to get your local Favorites back in sync with what we have stored on the server.

[/tab]

[tab title="Windows_shell and Windows_auth"]

Windows shell and authentication errors are Windows error that don't use the standard error id format. These are both uncommon error states. The best way to get started is to note the the error ID and error message, then visit our support forums.

[/tab]

[tab title="Network"]

Network errors are usually caused when Xmarks for IE can't connect to the internet. This means either (a) you've lost your network connection or you have some firewall installed that's prevent Xmarks from sending requests to our servers. The first steps you can take to solve this problem are to first verify that your internet connection works. Additionally, if you have a firewall, make sure it allows Xmarks to send information.

If you're having network issues while attempting to sign in, you can try turning off encryption (from the advanced Xmarks dialog).

[/tab]

[tab title="Internal"]

Internal errors occur when Xmarks runs into an unexpected problem. If this is happening during a synchronization it may mean that Xmarks has gotten a bit confused. The easiest way to attempt to set things straight is to go to the Advanced settings and do a Download. (Note: this will replace your current Favorites with what you have saved on our servers!) If that doesn't clear things up the best place to get started is in the support forums.

[/tab]
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[/accordion-item]
[accordion-item title="Authentication Issues" id="h3"]

If you're using Home or Starter versions of Windows*, Xmarks may not be able to save your user name and password data. This means that every time you restart Windows you'll need to reenter your Xmarks user information. We are working on a permanent solution, but in the mean time there is a very technical work around available:

- Open `regedit` and navigate to `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run`
- You should see a key named `Xmarks` in that location
- Edit the `Xmarks` key's value, adding `-u [your user name] -p [your password]` after the `-q` flag
- Restart Windows and you should now be automatically authenticated with Xmarks.

** Versions affected: Windows Vista Home Basic, Windows Vista Home Premium, Windows Vista Starter, and Windows XP Home Edition*

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Sadly, this page won't solve every

problem. Fortunately, you can get additional support on our official**support forums**! Take a look to see if anyone else has asked the same question. If not, start a new thread and someone from Xmarks should get back to you shortly. Make sure to include the error's source, id, and message to ensure we can help as best as possible.

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Internet Explorer Troubleshooting

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- Delete the "Other Bookmarks" folder using my.xmarks.com
- Open Xmarks for Chrome, go to the advanced tab, and manually start a download

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Uncaught Error: didn't find child*id* in parent*id, usually ROOT*

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Forgotten Password

[accordion openfirst=true clicktoclose=false scroll="true"]
[accordion-item title="Forgotten Password" id="h0"]

If you have forgotten your password, follow this **link** to send yourself a temporary link to login.

Or follow these steps:

1. Go to the Xmarks Home Page.
2. Click "Login".
3. Select "Forgot Your Password".
4. Enter your Xmarks email into the text field.
5. Click "Send Login Link".
6. Check your email.

[/accordion-item]
[/accordion]

Forgotten Password

[accordion openfirst=true clicktoclose=false scroll="true"]
[accordion-item title="Forgotten Password" id="h0"]

If you have forgotten your password, follow this **link** to send yourself a temporary link to login.

Or follow these steps:

1. Go to the Xmarks Home Page.
2. Click "Login".
3. Select "Forgot Your Password".
4. Enter your Xmarks email into the text field.
5. Click "Send Login Link".
6. Check your email.

[/accordion-item]
[/accordion]

Internet Explorer Troubleshooting

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Internet Explorer Troubleshooting" id="h0"]

If you've made it to this error page, you probably encountered an error while trying to synchronize with Xmarks for IE. The error most likely looked something like:

We've put together this page to help you fix the error and get you back to happy synchronization!

[/accordion-item]
[accordion-item title="Error source" id="h1"]

The first thing to look at is the error's `source`, listed in brackets just after `XmarksException`. The source tells us what kind of error happened and can be one of the following.

[tabbed_section]
[tab title="Windows"]

This is the most common type of error and happens when Xmarks for IE runs into problems while interacting with with your IE Favorites. This can happen for a variety of reasons, but usually happens if other applications are interacting with your Favorites at the same time as Xmarks. The error's `id`(listed just after the `source`) will tell you exactly what caused the error. That `id` matches up to a Windows error number, which you can find **here**. Additionally, the error's message should include a path to the file that is causing problems. Some common errors are:

- **Error 2 (file not found)**: Something happened to a file while we were trying to manipulate it. Usually attempting to sync again will fix this problem
- **Error 5 (access denied)**: Xmarks doesn't have permission to write to the specified file. This usually means that the file has read only access. You can work around this problem by (a) deleting the Favorite in IE if you don't care about it or (b) going to the file in Windows Explorer, view the Properties, and uncheck "Read Only" attributes.
- **Error 32 (sharing violation)**: Another program is attempting to access your Favorites as well. Do you have any other Favorite synchronization programs running? They may conflict with Xmarks. If you do, try disabling the other application and synchronizing again. (And let us know if that fixes the problem, we'd love to hear of any conflicting applications!) Another common issue is that Windows' indexing service causes conflicts. You can disable indexing on your Favorites folder by right-clicking on the folder in Windows Explorer, selecting Properties, then clicking the Advanced button. Disable the checkbox that says "Index this folder for faster

searching" and try synchronizing again.

There are also a few generic things you can try. First, restarting your machine might help. Occasionally files get stuck in a complicated state and Xmarks doesn't know what to do about it. Restarting your machine will reset everything for you. If that doesn't fix things, you may have to delete the problem file manually. You can do this by navigating to the path specified in the error message. After removing the file, you can do a manual download (from the advanced Xmarks dialog) to get your local Favorites back in sync with what we have stored on the server.

[/tab]

[tab title="Windows_shell and Windows_auth"]

Windows shell and authentication errors are Windows error that don't use the standard error id format. These are both uncommon error states. The best way to get started is to note the the error ID and error message, then visit our support forums.

[/tab]

[tab title="Network"]

Network errors are usually caused when Xmarks for IE can't connect to the internet. This means either (a) you've lost your network connection or you have some firewall installed that's prevent Xmarks from sending requests to our servers. The first steps you can take to solve this problem are to first verify that your internet connection works. Additionally, if you have a firewall, make sure it allows Xmarks to send information.

If you're having network issues while attempting to sign in, you can try turning off encryption (from the advanced Xmarks dialog).

[/tab]

[tab title="Internal"]

Internal errors occur when Xmarks runs into an unexpected problem. If this is happening during a synchronization it may mean that Xmarks has gotten a bit confused. The easiest way to attempt to set things straight is to go to the Advanced settings and do a Download. (Note: this will replace your current Favorites with what you have saved on our servers!) If that doesn't clear things up the best place to get started is in the support forums.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Authentication Issues" id="h3"]

If you're using Home or Starter versions of Windows*, Xmarks may not be able to save your user name

and password data. This means that every time you restart Windows you'll need to reenter your Xmarks user information. We are working on a permanent solution, but in the mean time there is a very technical work around available:

- Open `regedit` and navigate to `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run`
- You should see a key named `Xmarks` in that location
- Edit the `Xmarks` key's value, adding `-u [your user name] -p [your password]` after the `-q` flag
- Restart Windows and you should now be automatically authenticated with Xmarks.

** Versions affected: Windows Vista Home Basic, Windows Vista Home Premium, Windows Vista Starter, and Windows XP Home Edition*

[/accordion-item]
[accordion-item title="Support forums" id="h3"]

Sadly, this page won't solve every problem. Fortunately, you can get additional support on our official **support forums**! Take a look to see if anyone else has asked the same question. If not, start a new thread and someone from Xmarks should get back to you shortly. Make sure to include the error's source, id, and message to ensure we can help as best as possible.

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Chrome Troubleshooting

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- Hit the search button at the top and search for the offending *bookmark name*
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Sync should work after that. But please make sure to contact us too so we can actually fix the problematic URL!

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If you have forgotten your password, follow this **link** to send yourself a temporary link to login.

Or follow these steps:

1. Go to the Xmarks Home Page.
2. Click "Login".
3. Select "Forgot Your Password".
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Internet Explorer Troubleshooting

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If you've made it to this error page, you probably encountered an error while trying to synchronize with Xmarks for IE. The error most likely looked something like:

We've put together this page to help you fix the error and get you back to happy synchronization!

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[accordion-item title="Error source" id="h1"]

The first thing to look at is the error's `source`, listed in brackets just after `XmarksException`. The source tells us what kind of error happened and can be one of the following.

[tabbed_section]
[tab title="Windows"]

This is the most common type of error and happens when Xmarks for IE runs into problems while interacting with with your IE Favorites. This can happen for a variety of reasons, but usually happens if other applications are interacting with your Favorites at the same time as Xmarks. The error's `id`(listed just after the `source`) will tell you exactly what caused the error. That `id` matches up to a Windows error number, which you can find **here**. Additionally, the error's message should include a path to the file that is causing problems. Some common errors are:

- **Error 2 (file not found)**: Something happened to a file while we were trying to manipulate it. Usually attempting to sync again will fix this problem
- **Error 5 (access denied)**: Xmarks doesn't have permission to write to the specified file. This usually means that the file has read only access. You can work around this problem by (a) deleting the Favorite in IE if you don't care about it or (b) going to the file in Windows Explorer, view the Properties, and uncheck "Read Only" attributes.
- **Error 32 (sharing violation)**: Another program is attempting to access your Favorites as well. Do you have any other Favorite synchronization programs running? They may conflict with Xmarks. If you do, try disabling the other application and synchronizing again. (And let us know if that fixes the problem, we'd love to hear of any conflicting applications!) Another common issue is that Windows' indexing service causes conflicts. You can disable indexing on your Favorites folder by right-clicking on the folder in Windows Explorer, selecting Properties, then clicking the Advanced button. Disable the checkbox that says "Index this folder for faster searching" and try synchronizing again.

There are also a few generic things you can try. First, restarting your

machine might help. Occasionally files get stuck in a complicated state and Xmarks doesn't know what to do about it. Restarting your machine will reset everything for you. If that doesn't fix things, you may have to delete the problem file manually. You can do this by navigating to the path specified in the error message. After removing the file, you can do a manual download (from the advanced Xmarks dialog) to get your local Favorites back in sync with what we have stored on the server.

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Windows shell and authentication errors are Windows error that don't use the standard error id format. These are both uncommon error states. The best way to get started is to note the the error ID and error message, then visit our support forums.

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Network errors are usually caused when Xmarks for IE can't connect to the internet. This means either (a) you've lost your network connection or you have some firewall installed that's prevent Xmarks from sending requests to our servers. The first steps you can take to solve this problem are to first verify that your internet connection works. Additionally, if you have a firewall, make sure it allows Xmarks to send information.

If you're having network issues while attempting to sign in, you can try turning off encryption (from the advanced Xmarks dialog).

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Internal errors occur when Xmarks runs into an unexpected problem. If this is happening during a synchronization it may mean that Xmarks has gotten a bit confused. The easiest way to attempt to set things straight is to go to the Advanced settings and do a Download. (Note: this will replace your current Favorites with what you have saved on our servers!) If that doesn't clear things up the best place to get started is in the support forums.

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[accordion-item title="Authentication Issues" id="h3"]

If you're using Home or Starter versions of Windows*, Xmarks may not be able to save your user name and password data. This means that every time you restart Windows you'll need to reenter your Xmarks user information. We are working on a permanent solution, but in the mean time there is a very technical work around available:

- Open `regedit` and navigate to `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run`
- You should see a key named `Xmarks` in that location
- Edit the `Xmarks` key's value, adding `-u [your user name] -p [your password]` after the `-q` flag
- Restart Windows and you should now be automatically authenticated with Xmarks.

** Versions affected: Windows Vista Home Basic, Windows Vista Home Premium, Windows Vista Starter, and Windows XP Home Edition*

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Sadly, this page won't solve every problem. Fortunately, you can get additional support on our official **support forums**! Take a look to see if anyone else has asked the same question. If not, start a new thread and someone from Xmarks should get back to you shortly. Make sure to include the error's source, id, and message to ensure we can help as best as possible.

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[/accordion-item]
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Internet Explorer Troubleshooting

[accordion openfirst=true clicktoclose=true scroll="true"]
[accordion-item title="Internet Explorer Troubleshooting" id="h0"]

If you've made it to this error page, you probably encountered an error while trying to synchronize with Xmarks for IE. The error most likely looked something like:

We've put together this page to help you fix the error and get you back to happy synchronization!

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The first thing to look at is the error's `source`, listed in brackets just after `XmarksException`. The source tells us what kind of error happened and can be one of the following.

[tabbed_section]
[tab title="Windows"]

This is the most common type of error and happens when Xmarks for IE runs into problems while interacting with with your IE Favorites. This can happen for a variety of reasons, but usually happens if other applications are interacting with your Favorites at the same time as Xmarks. The error's `id`(listed just after the `source`) will tell you exactly what caused the error. That `id` matches up to a Windows error number, which you can find **here**. Additionally, the error's message should include a path to the file that is causing problems. Some common errors are:

- **Error 2 (file not found)**: Something happened to a file while we were trying to manipulate it. Usually attempting to sync again will fix this problem
- **Error 5 (access denied)**: Xmarks doesn't have permission to write to the specified file. This usually means that the file has read only access. You can work around this problem by (a) deleting the Favorite in IE if you don't care about it or (b) going to the file in Windows Explorer, view the Properties, and uncheck "Read Only" attributes.
- **Error 32 (sharing violation)**:

Another program is attempting to access your Favorites as well. Do you have any other Favorite synchronization programs running? They may conflict with Xmarks. If you do, try disabling the other application and synchronizing again. (And let us know if that fixes the problem, we'd love to hear of any conflicting applications!) Another common issue is that Windows' indexing service causes conflicts. You can disable indexing on your Favorites folder by right-clicking on the folder in Windows Explorer, selecting Properties, then clicking the Advanced button. Disable the checkbox that says "Index this folder for faster searching" and try synchronizing again.

There are also a few generic things you can try. First, restarting your machine might help. Occasionally files get stuck in a complicated state and Xmarks doesn't know what to do about it. Restarting your machine will reset everything for you. If that doesn't fix things, you may have to delete the problem file manually. You can do this by navigating to the path specified in the error message. After removing the file, you can do a manual download (from the advanced Xmarks dialog) to get your local Favorites back in sync with what we have stored on the server.

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[tab title="Windows_shell and Windows_auth"]

Windows shell and authentication errors are Windows error that don't use the standard error id format. These are both uncommon error states. The best way to get started is to note the the error ID and error message, then visit our support forums.

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[tab title="Network"]

Network errors are usually caused when Xmarks for IE can't connect to the internet. This means either (a) you've lost your network connection or you have some firewall installed that's prevent Xmarks from sending requests to our servers. The first steps you can take to solve this problem are to first verify that your internet connection works. Additionally, if you have a firewall, make sure it allows Xmarks to send information.

If you're having network issues while attempting to sign in, you can try turning off encryption (from the advanced Xmarks dialog).

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[tab title="Internal"]

Internal errors occur when Xmarks runs into an unexpected problem. If this is happening during a synchronization it may mean that Xmarks has gotten a bit confused. The easiest way to attempt to set things straight is to go to the Advanced settings and do a

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[accordion-item title="Authentication Issues" id="h3"]

If you're using Home or Starter versions of Windows*, Xmarks may not be able to save your user name and password data. This means that every time you restart Windows you'll need to reenter your Xmarks user information. We are working on a permanent solution, but in the mean time there is a very technical work around available:

- Open `regedit` and navigate to `HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run`
- You should see a key named `Xmarks` in that location
- Edit the `Xmarks` key's value, adding `-u [your user name] -p [your password]` after the `-q` flag
- Restart Windows and you should now be automatically authenticated with Xmarks.

** Versions affected: Windows Vista Home Basic, Windows Vista Home Premium, Windows Vista Starter, and Windows XP Home Edition*

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Forgotten Password

[accordion openfirst=true clicktoclose=false scroll="true"]
[accordion-item title="Forgotten Password" id="h0"]

If you have forgotten your password, follow this **link** to send yourself a temporary link to login.

Or follow these steps:

1. Go to the Xmarks Home Page.
2. Click "Login".
3. Select "Forgot Your Password".
4. Enter your Xmarks email into the text field.
5. Click "Send Login Link".
6. Check your email.

[/accordion-item]
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Errors

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One likely fix for this problem is to perform an upload from the affected computer to the Xmarks server. You can do so by going to the Xmarks icon > Xmarks Settings > Advanced tab > Upload Bookmarks. This will overwrite the Xmarks server with the bookmarks on this computer, though, so make sure that any bookmarks on the Xmarks server are represented on other computers of yours--you can view your Xmarks server bookmarks by visiting**http://my.xmarks.com/**

Once you've uploaded your bookmarks from one computer, you can then safely merge that upload with the bookmarks on other computers when they next synchronize--if you'd like to initiate a manual sync, you can do so via Xmarks icon > Synchronize Now.

Another possible tack for repairing this problem yourself can be found below (Found Corrupt Bookmark Data).

Another possibility is that a firewall or anti-malware software is interfering with Xmarks's ability to contact the synchronization server--we've seen more than one instance of this with Threatfire.

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As an alternative, you can manually clean-up your bookmark structure by exporting and then re-importing your bookmarks as follows:

1. **Export your bookmarks.** Open the Firefox bookmark manager by selecting *Organize Bookmarks* from the Firefox Bookmarks menu. Then select *File / Export* and choose a file to which you can export your bookmarks.

2. **Delete your current bookmarks.** In the right-hand pane of the bookmark manager, select all your bookmarks (ctrl-a on Windows, cmd-a on Mac OSX) and de-select (Ctrl-click on Windows, cmd-click on Mac?) your "Bookmarks Toolbar" folder (this folder cannot be deleted while it is set as your toolbar folder). Click the delete icon in the top row of the bookmark manager to delete all of your bookmarks. Go into your "Bookmarks Toolbar" folder and delete all of the bookmarks inside in the same manner.

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5. **Upload your fixed bookmarks.** Open the Xmarks Settings dialog (from the Firefox Tools menu, click *Xmarks / Settings...*). On the *Advanced* page, click "Upload Now."

   This process should repair the corruption in your bookmark file and allow you to sync properly.

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This error will occur in the following situation:

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2. Then you exclude a password or bookmark from it, e.g. "www.paypal.com".

3. Then when you're at work, you log into that excluded site and save the password or add the bookmark, e.g. log into "www.paypal.com" and click on "save password" while on the office desktop.

   At this point you should see an "Excluded Password Error". The problem is that you told this computer to exclude "paypal.com" via the Sync Profiles, but later decided to either save that password or add that site anyways. Until you resolve this issue, Xmarks will not sync.

To resolve this problem, do one of the following:

1. Xmarks icon > Xmarks Settings > Advanced tab > Download Bookmarks.
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[/accordion-item]
[accordion-item title="Error: Found Corrupt Bookmark Data" id="h1"]

NOTE: This page was only relevant for VERY early versions of Xmarks running under Firefox 2; chances are it's not relevant to any problem you're experiencing currently.

If you receive this message, it means that Xmarks has detected a problem in the internal structure of your bookmarks that will prevent your bookmarks from being synced.

[tabbed_section]
[tab title="Automatic fix (easy)"]

The easiest way to fix this problem is to install the most recent version of Xmarks (2.0.39+), which automatically deals with this issue. Upgrade your Xmarks version **here**.

[/tab]
[tab title="Manual fix"]

As an alternative, you can manually clean-up your bookmark structure by exporting and then re-importing your bookmarks as follows:

1. **Export your bookmarks.** Open the Firefox bookmark manager by selecting *Organize Bookmarks* from the Firefox Bookmarks menu. Then select *File* / *Export* and choose a file to which you can export your bookmarks.
2. **Delete your current bookmarks.** In the right-hand pane of the bookmark manager, select all your bookmarks (ctrl-a on Windows, cmd-a on Mac OSX) and de-select (Ctrl-click on Windows, cmd-click on Mac?) your

"Bookmarks Toolbar" folder (this folder cannot be deleted while it is set as your toolbar folder). Click the delete icon in the top row of the bookmark manager to delete all of your bookmarks. Go into your "Bookmarks Toolbar" folder and delete all of the bookmarks inside in the same manner.

3. **Import your bookmarks.** Select *File / Import*. If offered a choice, indicate that you want to import from a file. Select the file that you exported to in step 1 above.

4. **Fix your toolbar.** Select your newly imported "Bookmarks Toolbar" folder in the right-hand pane. Then select *Edit / Set as toolbar folder* in the menu. Then, delete the old (now empty) "Bookmarks Toolbar" folder.

5. **Upload your fixed bookmarks.** Open the Xmarks Settings dialog (from the Firefox Tools menu, click *Xmarks / Settings...*). On the *Advanced* page, click "Upload Now."

This process should repair the corruption in your bookmark file and allow you to sync properly.

[/tab]
[/tabbed_section]

[/accordion-item]
[accordion-item title="Error: Excluded Password Error" id="h2"]

This error will occur in the following situation:

1. You create a Sync Profile and assign it to a computer, e.g. create "Work" and assign it to my office desktop.

2. Then you exclude a password or bookmark from it, e.g. "www.paypal.com".

3. Then when you're at work, you log into that excluded site and save the password or add the bookmark, e.g. log into "www.paypal.com" and click on "save password" while on the office desktop.

At this point you should see an "Excluded Password Error". The problem is that you told this computer to exclude "paypal.com" via the Sync Profiles, but later decided to either save that password or add that site anyways. Until you resolve this issue, Xmarks will not sync.

To resolve this problem, do one of the following:

1. Xmarks icon > Xmarks Settings > Advanced tab > Download Bookmarks.

2. Or, visit **my.xmarks.com** and edit the Sync Profile assigned to this computer to include that password.

[/accordion-item]
[/accordion]

Duplicate Bookmarks

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3. Click, "Options"
4. Select the "Sync" tab
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1. Open Google Chrome.
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3. Select, "Sign in to Chrome".
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5. Uncheck "Bookmarks" to disable.
6. Click "OK" to save your settings.

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[accordion-item title= "How to disable iCloud" id="h4"]

1. Open "Systems Preferences".
2. Select the "iCloud" icon.
3. Uncheck "Safari".
4. Close "Systems Preferences".

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Run the **De-duplicator** to detect and remove all duplicate bookmarks, empty duplicate folders and adjacent separators.

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2. Select, "Tools".
3. Select, "Deduplicate Bookmarks".
4. A new tab will appear with three options:
    1. Xmarks Bookmarks Duplicate Remover
    2. Xmarks Empty Folder Remover
    3. Xmarks Adjacent Separator Remover
5. Select the tool(s) that fits your need to start the detection process.
6. Follow the instructions given to select how you want to identify your duplicates. Xmarks will automatically select the appropriate bookmarks to delete. You can then fine-tune which items should be deleted by individual checking or un-checking them.
7. Click, "Delete" to continue.
8. Click, "OK" in the confirmation dialogue to continue with the delete.

9. Click, "OK" to confirm the successful delete.

Perform a **download** in all browsers you use to sync with Xmarks following the duplicate remover to update your local sets with your newly deduplicated server set.

[/accordion-item]
[/accordion]

Duplicate Bookmarks

[accordion openfirst=true scroll=true clicktoclose=true]
[accordion-item title= "Duplicate Bookmarks" id="h1"]

Running other bookmark sync extensions in addition to Xmarks is know to break Xmarks and cause major interference such as duplicate bookmars. We strongly recommend disabling.
To disable sync programs completely, be sure to follow these steps on each computer. Note that your data will not be deleted from your computer but any changes made will no longer be saved, instead it will be saved within Xmarks.

[/accordion-item]
[accordion-item title= "How to disable Firefox Sync" id="h2"]

[tabbed_section]
[tab title="Windows"]

1. Open Firefox
2. Click on the Firefox menu in the upper right corner (three horizontal lines)
3. Click, "Options"
4. Select the "Sync" tab
5. Uncheck the "Bookmarks" option

[/tab]
[tab title="Mac"]

1. Open Firefox.
2. Click on the Firefox menu in the upper right corner (three horizontal lines)
3. Click,"Preferences".
4. Select the "Sync" tab
5. Uncheck the "Bookmarks" option

[/tab]
[/tabbed_section]
[/accordion-item]

[accordion-item title= "How to disable Google Chrome Sync" id="h3"]

1. Open Google Chrome.
2. Click on the settings icon (this icon appears as three horizontal lines),

located in the top-right corner in the browser toolbar.

3. Select, "Sign in to Chrome".
4. Under "Advanced Sync Settings", select "Choose specific items to sync" in the drop down menu.
5. Uncheck "Bookmarks" to disable.
6. Click "OK" to save your settings.

[/accordion-item]
[accordion-item title= "How to disable iCloud" id="h4"]

1. Open "Systems Preferences".
2. Select the "iCloud" icon.
3. Uncheck "Safari".
4. Close "Systems Preferences".

[/accordion-item]
[accordion-item title= "Duplicate Remover" id="h2"]

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Uninstalling and Deleting

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[tabbed_section]
[tab title="Firefox 3"]

1. On the Firefox Tools menu, select "Add-ons".

2. At the top of the window that opens, click "Extensions".
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Uninstall" button at the bottom of the window.
5. Firefox will ask you if you to confirm the de-installation; click OK.
6. Restart Firefox.

[/tab]
[tab title="Firefox 4+"]

1. On the Firefox Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Remove" button on the right side of the Window.
5. Restart Firefox.

[/tab]
[tab title="Safari under OSX"]

1. If you don't still have the original download for the software, **download it again**.
2. Run the uninstall application included in the download.

If you're an OS X power user, you can try the manual uninstall process, too:

1. Delete the Xmarks for Safari application.
2. Delete the /Library/PreferencePanes/Xmarks.prefPane folder.
3. Delete ~/Library/Xmarks in your home directory (not strictly required).

[/tab]
[tab title="Internet Explorer"]

1. From the Windows Start menu, select "Control Panel".
2. In the control panel find the uninstall icon (for *Vista* users it should say "Uninstall a program"; for 'XP' users it should say "Add / Remove Programs").
3. Select "Xmarks Favorites Synchronizer" from the program list and click the uninstall button.

Alternatively, if you select "All Programs" from the Start Menu you should be able to navigate to the

Xmarks folder. That folder includes an uninstall link.

If the uninstall process reports it cannot find a valid installation package, you can download the older versions here (you will need to edit the version number in the URL): **https://static.xmarks.com/clients/ie/xmarks-installer-for-ie-1.1.4.msi**

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[tab title="Google Chrome"]

1. Visit chrome://extensions/
2. Find the Xmarks extension in the list and click **Remove**.
3. Then, select Uninstall in the pop-up window to confirm.

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title= "Deleting Your Xmarks Account" id="h2"]

To delete your synchronization account:

1. Please be sure to export and save all of your data before deleting your account.
2. Go to **http://login.xmarks.com/account**
3. Provide your username and password to login.
4. Click **Delete Account** under Account Options.
5. Click **Delete Account** and follow the instructions to delete your account.

Note that this process is irreversible and your username will no longer be available.&#65533; Also, you should uninstall the software from every device you used with Xmarks.

If you don't remember your password, recover your password **here** then follow the steps above to delete.

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Uninstalling and Deleting

[accordion openfirst=true scroll=true clicktoclose=false]
[accordion-item title= "Uninstalling and Deleting" id="h1"]

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[tab title="Firefox 3"]

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2. At the top of the window that opens, click "Extensions".
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Uninstall" button at the bottom of the window.
5. Firefox will ask you if you to confirm the de-installation; click&#65533;OK.
6. Restart Firefox.

[/tab]
[tab title="Firefox 4+"]

1. On the Firefox&#65533;Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Remove" button on the right side of the Window.
5. Restart Firefox.

[/tab]
[tab title="Safari under OSX"]

1. If you don't still have the original download for the software,&#65533;**download it again**.
2. Run the uninstall application included in the download.

If you're an OS X power user, you can try the manual uninstall process, too:

1. Delete the Xmarks for Safari application.
2. Delete the /Library/PreferencePanes/Xmarks.prefPane folder.
3. Delete ~/Library/Xmarks in your home directory (not strictly required).

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[tab title="Internet Explorer"]

1. From the Windows Start menu, select "Control Panel".
2. In the control panel find the uninstall icon (for *Vista* users it should say "Uninstall a program"; for 'XP' users it should say "Add / Remove Programs").
3. Select "Xmarks Favorites Synchronizer" from the program list and click the uninstall button.

Alternatively, if you select "All Programs" from the Start Menu you should be able to navigate to the Xmarks folder. That folder includes an uninstall link.

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[tab title="Google Chrome"]

1. Visit chrome://extensions/
2. Find the Xmarks extension in the list and click **Remove**.
3. Then, select Uninstall in the pop-up window to confirm.

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1. Please be sure to export and save all of your data before deleting your account.
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3. Provide your username and password to login.
4. Click **Delete Account** under Account Options.
5. Click **Delete Account** and follow the instructions to delete your account.

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Uninstalling and Deleting

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[tab title="Firefox 3"]

1. On the Firefox Tools menu, select "Add-ons".
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3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Uninstall" button at the bottom of the window.
5. Firefox will ask you if you to confirm the de-installation; click OK.
6. Restart Firefox.

[/tab]
[tab title="Firefox 4+"]

1. On the Firefox Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Remove" button on the right side of the Window.
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1. From the Windows Start menu, select "Control Panel".
2. In the control panel find the uninstall icon (for*Vista* users it should say "Uninstall a program"; for 'XP' users it should say "Add / Remove Programs").
3. Select "Xmarks Favorites Synchronizer" from the program list and click the uninstall button.

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2. Find the Xmarks extension in the list and click **Remove**.
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4. Click the "Uninstall" button at the bottom of the window.

5. Firefox will ask you if you to confirm the de-installation; click OK.
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5. Firefox will ask you if you to confirm the de-installation; click OK.
6. Restart Firefox.

[/tab]
[tab title="Firefox 4+"]

1. On the Firefox Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Remove" button on the right side of the Window.
5. Restart Firefox.

[/tab]
[tab title="Safari under OSX"]

1. If you don't still have the original download for the software, **download it again**.
2. Run the uninstall application included in the download.

If you're an OS X power user, you can try the manual uninstall process, too:

1. Delete the Xmarks for Safari application.
2. Delete the /Library/PreferencePanes/Xmarks.prefPane folder.
3. Delete ~/Library/Xmarks in your home directory (not strictly required).

[/tab]
[tab title="Internet Explorer"]

1. From the Windows Start menu, select "Control Panel".
2. In the control panel find the uninstall icon (for *Vista* users it should say "Uninstall a program"; for 'XP' users it should say "Add / Remove Programs").
3. Select "Xmarks Favorites Synchronizer" from the program list and click the uninstall button.

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[tab title="Google Chrome"]

1. Visit chrome://extensions/
2. Find the Xmarks extension in the list and click **Remove**.
3. Then, select Uninstall in the pop-up window to confirm.

[/tab]
[/tabbed_section]
[/accordion-item]
[accordion-item title= "Deleting Your Xmarks Account" id="h2"]

To delete your synchronization account:

1. Please be sure to export and save all of your data before deleting your account.
2. Go to **http://login.xmarks.com/account**
3. Provide your username and password to login.

4. Click **Delete Account** under Account Options.

5. Click **Delete Account** and follow the instructions to delete your account.

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[tabbed_section]
[tab title="Firefox 3"]

1. On the Firefox&#65533;Tools menu, select "Add-ons".

2. At the top of the window that opens, click "Extensions".

3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).

4. Click the "Uninstall" button at the bottom of the window.

5. Firefox will ask you if you to confirm the de-installation; click&#65533;OK.

6. Restart Firefox.

[/tab]
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1. On the Firefox&#65533;Tools menu, select "Add-ons".

2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Remove" button on the right side of the Window.
5. Restart Firefox.

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1. On the Firefox Tools menu, select "Add-ons".
2. At the top of the window that opens, click "Extensions".
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Uninstall" button at the bottom of the window.
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[/tab]
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1. On the Firefox Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
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4. Click **Delete Account** under Account Options.
5. Click **Delete Account** and follow the instructions to delete your account.

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1. On the Firefox Tools menu, select "Add-ons".
2. At the top of the window that opens, click "Extensions".
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Uninstall" button at the bottom of the window.
5. Firefox will ask you if you to confirm the de-installation; click OK.
6. Restart Firefox.

[/tab]
[tab title="Firefox 4+"]

1. On the Firefox Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Remove" button on the right side of the Window.
5. Restart Firefox.

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1. From the Windows Start menu, select "Control Panel".
2. In the control panel find the uninstall icon (for*Vista* users it should say "Uninstall a program"; for 'XP' users it should say "Add / Remove Programs").
3. Select "Xmarks Favorites Synchronizer" from the program list and click the uninstall button.

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1. Visit chrome://extensions/
2. Find the Xmarks extension in the list and click **Remove**.
3. Then, select Uninstall in the pop-up window to confirm.

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1. Please be sure to export and save all of your data before deleting your account.
2. Go to **http://login.xmarks.com/account**
3. Provide your username and password to login.
4. Click **Delete Account** under Account Options.
5. Click **Delete Account** and follow the instructions to delete your account.

Note that this process is irreversible

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1. On the Firefox&#65533;Tools menu, select "Add-ons".
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3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Uninstall" button at the bottom of the window.
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6. Restart Firefox.

[/tab]
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1. On the Firefox&#65533;Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
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5. Restart Firefox.

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1. From the Windows Start menu, select "Control Panel".
2. In the control panel find the uninstall icon (for*Vista* users it should say "Uninstall a program"; for 'XP' users it should say "Add / Remove Programs").
3. Select "Xmarks Favorites Synchronizer" from the program list and click the uninstall button.

Alternatively, if you select "All Programs" from the Start Menu you should be able to navigate to the Xmarks folder. That folder includes an uninstall link.

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2. Find the Xmarks extension in the list and click **Remove**.
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6. Restart Firefox.

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1. On the Firefox Tools menu, select "Add-ons".
2. Click the "Extensions" tab on the left.
3. Find the item titled "Xmarks" and click it (if you have a lot of extensions installed, you may have to scroll to find it).
4. Click the "Remove" button on the right side of the Window.
5. Restart Firefox.

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Privacy Policy

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Your privacy, and the privacy of all registered users of Xmarks, is important to us. Accordingly, we have adopted the following privacy policy. Our policy is based on the principles of notice, choice, access and security in the collection and use of all information regarding our users and their activities at our site.

Notice
This policy tells you, among other things, what information we gather from you how we may use or disclose that information and our efforts to protect it. Please read this policy carefully, and feel free to contact us at support@xmarks.com if you have any questions regarding its contents. We may change this policy at any time to correct technical or typographical errors, to increase your rights and protections or to comply with laws. If we change this policy in a way that reduces your rights or protections or adds new types of disclosures, we will provide notification before such changes would apply to information collected from or about you.

Types of Information Collected
In connection with your use of our site, we ask for and may collect a variety of information from and about you in different ways. For example, when you register to use our site, we ask for and store your name and email address. In addition, when you use Xmarks to synchronize your bookmarks with our server, we collect information such as the date and time of synchronization, your IP address, which version of our software you are using, and other information related to the transaction. As an intermediary in the synchronization process, we collect and store your bookmarks. We may also collect the information you disclose in any of our chat rooms, blogs, wiki pages, discussion groups, bulletin boards, and emails you send to us.

Use of Cookies
Use of our site may require that you accept the use of cookies, which are small data files that our Web site sends to your browser for storage on your computer's hard drive. We use cookies to protect confidential data, track activity at our site and better serve your needs and interests.

Use of Information
We use your personally identifying information to register you as a user of the site and to control access to your bookmarks. We may use your email address to contact you directly to alert of you of technical problems with your account, or, unless you opt out, to contact you regarding Xmarks services or products. (To opt out at any time, please log into**your account**.) We will never sell your email address to 3rd parties. We may also associate your personally identifying information with information we collect about your preferences and activities at the site, such as the particular pages you request at the site or other transactions you effect through the site in order to vary the content you receive in future visits to the site.

We may analyze in aggregate the bookmarks of all users in order to deliver services of interest to other users. Such aggregate analysis will always exclude any personally identifying information. For instance, if we notice that many users are suddenly bookmarking a new site, we may display that site in a list of hot sites.

Disclosure of Information
We may disclose information to fulfill certain legal and regulatory requirements or if we believe, in good faith, that such disclosure is legally required or necessary to protect others rights or to prevent harm.

Choice
You may choose to delete your account at any time. Instructions on how to delete your account are available**here**.

You may also choose to uninstall Xmarks from your computer at any time. Instructions on how to uninstall Xmarks are available**here**.

Access
At any time after you have created an account on our site, you may log in to your account at**http://www.xmarks.com/** to view information about your account and make changes to such information. Once those changes are confirmed, any new item of information will replace the corresponding information previously provided.

Security
Please remember that you play a valuable part in security as well. Your password to access our site, which you select at registration, should never be shared with anyone and

should be changed frequently. And, after you have finished using our site, you should log off and exit your browser so no unauthorized persons can use our site with your name and account information. Remember that any information you voluntarily disclose on-line in any news or message postings, discussion groups or chat rooms may be collected and used by others without your permission. Furthermore, if you provide any information to parties who operate Web sites that are linked to or from our site, different rules may apply to their collection, use or disclosure of your personal information. We encourage you to review these sites' policies before revealing any sensitive or personal information.

Regardless of the precautions taken by you or by us, "perfect security" does not exist on the Internet. We cannot ensure or warrant the security of any information you transmit to us, and you transmit such information at your own risk.

This file last modified October 24, 2006.

[/accordion-item]
[/accordion]

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We use your personally identifying information to register you as a user of the site and to control access to your bookmarks. We may use your email address to contact you directly to alert of you of technical problems with your account, or, unless you opt out, to contact you regarding Xmarks services or products. (To opt out at any time, please log into **your account**.) We will never sell your email address to 3rd parties. We may also associate your personally identifying information with information we collect about your preferences and activities at the site, such as the particular pages you request at the site or other transactions you effect through the site in order to vary the content you receive in future visits to the site.

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Types of Information Collected

In connection with your use of our site, we ask for and may collect a variety of information from and about you in different ways. For example, when you register to use our site, we ask for and store your name and email address. In addition, when you use Xmarks to synchronize your bookmarks with our server, we collect information such as the date and time of synchronization, your IP address, which version of our software you are using, and other information related to the transaction. As an intermediary in the synchronization process, we collect and store your bookmarks. We may also collect the information you disclose in any of our chat rooms, blogs, wiki pages, discussion groups, bulletin boards, and emails you send to us.

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